# Human Pandemic Continuity Of Operations Plan For Vendor Payments

Office of the Chief Financial Officer
Controller Operations Division

March 2007

Office of the Chief Financial Officer
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Human Pandemic Continuity of Operations Plan

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# Human Pandemic Continuity of Operations Plan for Vendor Payments

# 1. Executive Summary

## 1.1 Overview

The **Office of the Chief Financial Officer (OCFO)**, **Associate Chief Financial Officer for Financial Operations (ACFO-FO)**, Controller Operations Division (COD), provides financial services to the United States Department of Agriculture (USDA) and its customers. It is the policy of USDA to have in place a comprehensive and effective plan to ensure continuity of mission critical vendor payments. To support this program, the Human Pandemic Continuity of Operations Plan (COOP) for Vendor Payments (hereinafter referred to as "the Plan") will ensure that the capability exists to continue **agency** vendor payments for USDA and its customers and provide the framework for preparing and responding to a human pandemic outbreak.

USDA **agency** participation is critical for the Plan's successful implementation. As part of their planning, **agencies** and **stakeholders** will need to ensure that emergency processes are in place to continue vendor payments if the need should arise.

## 1.2 Continuation of Critical Vendor Payments

The Plan is based on the draft USDA Human Pandemic Planning Guidance for Employee Health and Safety and Continuity of Operations, which uses the *National Strategy for Pandemic Influenza Implementation Plan* dated May 2006 as its model. The Plan articulates COD, USDA **agency**, and **stakeholder** responsibilities and commitment to continue processing critical vendor payments throughout a pandemic event and ensures business continuity under conditions of internal staffing shortages. The continuation of vendor payments outlined in the Plan is based on the following pandemic response stages:

**Stages 0/1/2 – Planning, Preparation and Testing**

**Stage 3 – Widespread Outbreaks in Multiple Locations Overseas**

**Stage 4 – First Human Case in North America**

**Stage 5 – Spread Throughout United States**

**Stage 6 – Recovery and Preparation for Subsequent Waves**

Alert levels to initiate and transition the Plan through each stage will be based on Homeland Security Council assessments.

**Stakeholder** names are shown in **bold** font to indicate their areas of involvement.

During Stages 0-4, COD will continue to process critical vendor payments as agreed upon in the Service Level Agreements established with each **agency**. During this stage USDA **agencies** and **stakeholders** (e.g., **Associate Chief Financial Officer-Financial Systems (ACFO-FS)**, **Office of Procurement and Property Management (OPPM)**, **U.S. Department of the Treasury (Treasury)**, **Financial Management Services (FMS)**, **Human Resources Management Staff (HRMS)**, **Support Services Office (SSO)**)) should ensure that plans are in place for the continuation of critical vendor

payments and include considerations for training and security access. Additionally, plans should ensure coordinated efforts between **agencies** and **stakeholders** for those processes devolving and/or requiring oversight by **stakeholders**, e.g., **ACFO-FS** or **OPPM**.

Upon transition to Stage 5, COD will implement the Plan for vendor payments, which requires significant **agency** involvement. A communications bridge has been established to facilitate continuous communications between COD, USDA **agencies**, and **stakeholders** to address the impact on daily operations and employees. The Plan identifies Government policies that may be available to COD employees pertinent to alternative work arrangements, benefits, leave, pay, and hiring flexibilities during the turmoil created by a pandemic. Timely decisions regarding the implementation of policies that impact human capital is also a significant part of this plan.

If a pandemic influenza spreads, employees may be infected or exposed. Their families may be incapacitated, and the availability of transportation to work may be limited. The plan also includes techniques for human pandemic and mitigation of the effects on COD employees as occupants of Government facilities.

## 1.3 Business Resumption Efforts

During Stage 6, COD, USDA **agencies** and **stakeholders** will continually assess the ability to resume vendor payments under normal operations. Business Resumption Planning (BRP) involves arranging for operations of critical business functions and for resource recovery planning of these functions following a natural or man-made disaster. Proper planning includes the review of each essential function to determine if it can be performed at an acceptable level.

The COD Plan has incorporated recovery/reconstitution considerations for internal managers to utilize. All **agencies** and **stakeholders** should begin to identify and address requirements to support resumption of payments processed by COD.

There is a high possibility that an influenza pandemic will come in waves. Therefore, Stage 5 responses will remain in effect until an adequate number of COD employees are available to resume processing.

COD staff developed the Plan with significant input from USDA **agencies**, **procurement staff**, **HRMS**, **facilities managers**, and other **stakeholders.** This document is organized by providing background information and an overview of planning considerations and assumptions in **Sections 2** and **3**. The COD plan to process payments at various staffing levels is in **Section 4**. The **agency** plan to continue the vendor payment process is in **Section 5**. Personnel security considerations are identified in **Section 6**. The actions to recover operations after the pandemic are identified in **Section 7**.

> Some of the information within this document was obtained from the following sources:
> - **National Strategy for Pandemic Influenza Implementation Plan, May 2006** (www.whitehouse.gov/homeland/pandemic-influenza-implementation.html)
> - **USDA Human Pandemic Planning Guidance for Employee Health and Safety and Continuity of Operations, May 3, 2006** (Draft)
> - **Be Prepared, USDA Employee Emergency Response Guide, March 2006** (www.usda.gov/oo/beprepared)
> - **Business Pandemic Influenza Planning Checklist, December 6, 2005** (www.pandemicflu.gov/plan/businesschecklist.html)

## 2. Overview of the Human Pandemic Continuity of Operations Plan (COOP)

The purpose, scope, and premise of COD's Human Pandemic COOP for Vendor Payments is based on the six pandemic Federal Government Response Stages identified in the National Strategy for Pandemic Influenza Implementation Plan and illustrated in the World Health Organizations (WHO) Global Pandemic Phases and the Stages for Federal Government Response table shown below. The plan facilitates effective continuity planning relevant to pandemic influenza.

### 2.1 World Health Organization (WHO) Global Pandemic Phases and the Stages for Federal Government Response

| WHO PHASES | | | Federal Government Response Stages | |
|---|---|---|---|---|
| **INTER-PANDEMIC PERIOD** | | | | |
| 1 | No new influenza subtypes detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human disease is considered low. | 0 | New domestic animal outbreak in at-risk country | |
| 2 | No new influenza subtypes detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease | | | |
| **PANDEMIC ALERT PERIOD** | | | | |
| 3 | Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact. | 0 | New domestic animal outbreak in at-risk country | |
| | | 1 | Suspected human outbreak overseas | |
| 4 | Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans. | 2 | Confirmed human outbreak overseas | |
| 5 | Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk). | | | |
| **PANDEMIC PERIOD** | | | | |
| 6 | Pandemic phase: increased and sustained transmission in general population. | 3 | Widespread human outbreaks in multiple locations overseas | |
| | | 4 | First human case in North America | |
| | | 5 | Spread throughout United States | |
| | | 6 | Recovery and preparation for subsequent waves | |

**NOTE:** The USDA plan combines Federal Government Response Stages 0, 1, and 2 into Stage0/1/2, Planning, Preparation, and Testing. USDA Stages 3-6 are unchanged from the Federal Government Response Stages.

### 2.2 Pandemic Response Stages

**Stage 0/1/2 – Planning, Preparation and Testing**

These stages concentrate on continual review, planning, and updating for continuation of mission critical functions.

**Stage 3 – Widespread Outbreaks in Multiple Locations Overseas**

This stage includes testing human pandemic operations plans for verification of readiness (e.g., communications plans and methods, alternate work arrangements, three-deep designations) and providing pertinent employee instructions.

**Stage 4 – First Human Case in North America**

This stage involves activating pandemic operations plans and implementing social distancing techniques (strategy to reduce the duration, frequency, or intimacy of social contacts). Communications with workforce is critical in this phase regarding progress of pandemic and health guidelines. Initiate employee illness and absenteeism tracking, and advise **local union officials** of results.

**Stage 5 – Spread Throughout United States**

This stage involves the COD Coordinator tracking and reporting employee absenteeism and death rates to **OCFO** management, **Administrative Management Division (AMD)**, **Human Resources (HR)** and **local union officials**. This stage also includes implementing measures to ensure continuity of essential functions and services and coordinating with other entities as needed to implement the Plan.

**Stage 6 – Recovery and Preparation for Subsequent Waves**

This stage involves assessing impact on previous pandemic waves and reporting results. It also includes surveying and compiling lists of employees who were infected and recovered in the first wave (thus acquiring immunity in subsequent waves) and adjusting plans based on knowledge gained, lessons learned, workforce impact, and adjusting three-deep designations of essential employees for the next wave.

### 2.3 COOP Planning Considerations (Outlined by Stages)

COD's Human Pandemic COOP for Vendor Payments is fully activated in Stage 5. COD's Director, Associate Director(s), and Coordinator will work with the COD Management Team to ensure the following activities are implemented at each stage as appropriate.

**Stages 0/1/2 – Planning, Preparation and Testing**

❑ Develop plans and procedures for continuation of functions and services throughout human pandemic events. Plans and procedures should extend beyond essential functions identified in the COD Business Continuity Plan (BCP), which were predicated on continuing operations for 30 days, as the human pandemic is likely to span many months.

❑ Identify mission essential personnel and ensure redundancy in employee skills and knowledge by cross training.

- Prioritize services and functions and ensure continued delivery in the event employee absenteeism reaches 40 percent.
- Develop and prioritize functions and services and identify those that can be performed by social distancing techniques versus those that must be performed on site.
- Require contractors that provide support integral to delivery of essential services to present a plan on how they will meet their contractual obligations during a human pandemic.
- Utilize an automated employee accountability system to monitor employee illness and absenteeism during stages 4 through 6 and prepare to report to **OCFO**, **AMD**, **HR** and **local union officials**.
- Identify personnel, equipment, security access, and training required to perform functions and ensure redundancy.
- Develop delegations of authority and orders of succession that are at least three deep to take into account the expected rate of absenteeism.
- Plan for geographical dispersion of delegations of authority and orders of succession, taking into account the regional nature of an outbreak.
- Disseminate delegation and succession information to **OCFO staff**.
- Identify records needed to sustain operations for more than 30 days and ensure records can be accessed electronically from remote locations or coordinate the availability of hard copies.
- Identify and test critical systems that support connectivity internally and externally to key **stakeholders** (**USDA agencies**, vendors, **OPPM**, **Treasury-FMS**, **HRMS, SSO**).
- Test and exercise social distancing, including telework capabilities, to address impacts of a reduced staff on facilities and essential services. Develop detailed guidance for rotating essential services, operations, and leadership as applicable.
- Identify **stakeholders** to include other Federal departments and **agencies** including local, state, and other authorities. Invite **stakeholders** to participate in test.
- Develop plans for reconstitution of all business activities.

**Stage 3 – Widespread Outbreaks in Multiple Locations Overseas (Human Pandemic Period)**
- Test local human pandemic operations plans, including social distancing and other strategies, and revise as needed.
- Review and ensure staff can perform services.
- Verify delegations of authority and orders of succession.
- Test, both internally and with **stakeholders**, the interoperable communications systems that support connectivity to internal organizations, other **agencies**, critical customers, etc.
- Test telework impact on internal network and telecommunications systems.
- Update all vital records and databases, including all pre-deployed vital records and databases.
- Conduct training to ensure capability to perform essential functions and services.
- Test automated employee accountability system and recommend changes.
- Test procedures for each location to prepare and disseminate status of mission operations.
- Begin to track COD Management Team (leadership/successors) using the automated employee accountability system.
- Review and revise reconstitution capabilities as needed.

**Stage 4 – First Human Case in North America**

❑ Execute human pandemic plan and implement social distancing procedures.
❑ Coordinate implementation with **USDA Headquarters** and other Federal departments and **agencies** including local, state, and other authorities.
❑ Report daily on mission capable status of facilities and the ability to perform essential functions and services.
❑ Track employee attendance daily and report to **OCFO**, **AMD, HR** and **local union officials** as required.
❑ Activate delegations and orders of succession as needed.
❑ Monitor telework impact on internal network and telecommunications systems.
❑ Continue to track COD Management Team.
❑ Maintain daily contact with other geographical sites that can back up essential services.
❑ Verify reconstitution capabilities.

**Stage 5 – Spread Throughout United States**

❑ Report on mission capable status of facilities and the ability to perform essential functions and services daily.
❑ Track employee attendance daily and report as required.
❑ Execute COD's Human Pandemic COOP for Vendor Payments as defined and refine as necessary.
❑ Activate delegations and orders of succession as needed.
❑ Monitor telework impact on internal network and telecommunications systems. Continue updating as necessary.
❑ Continue to track COD Management Team.
❑ Maintain daily contact with other geographical sites.
❑ Verify reconstitution capabilities.

**Stage 6 – Recovery and Preparation for Subsequent Waves**

❑ Implement business reconstitution plans.
❑ Assess any damage to facilities/infrastructure.
❑ Assess the need to hire replacement personnel in coordination with **HR**.
❑ Continue tracking employee absenteeism and test communications.
❑ Assess impact on essential services and adjust plans based on knowledge gained and lessons learned.
❑ Update delegations and orders of succession as needed.
❑ Monitor telework impact on internal network and telecommunications systems. Continue updating as necessary.
❑ Conduct training to ensure continued capability to perform essential functions and services.
❑ Continue to track COD Management Team.

## 2.4 Alerts and Communications with Employees and Stakeholders

It is imperative that effective vertical and horizontal communications required during a human pandemic be defined. During pandemic periods, alerts will be communicated as dictated by **USDA/OCFO headquarters officials** and coordinated with local Federal Executive Boards and **HR officials**. The alerts are intended to communicate critical operational information to **agencies** and **stakeholders** and will be continuous throughout pandemic periods.

### 2.4.1 Communication with Agencies and Stakeholders

A communications toll-free line has been established to ensure continued communication during pandemic periods. COD will provide up-to-date alerts on our operations, employees, and facilities and assure our customers that mission essential services will be delivered throughout the pandemic. The toll-free COD Communication Bridge line and participant code is provided below, along with the Customer Fact Sheet that will be posted on the COD Web site (*cod.usda.nfc.gov*), and disseminated to **USDA agencies and stakeholders**.

> ## COD Communications Bridge
> ### 1-866-655-1813
> ### Participant Code: 9358573

**NOTE**: During pandemic events, the above line will be active to facilitate USDA **agency** and **stakeholder** communications upon request.

**USDA**
**OFFICE OF THE CHIEF FINANCIAL OFFICER**
**CONTROLLER OPERATIONS DIVISION (COD)**

**HUMAN PANDEMIC CONTINUITY OF OPERATIONS PLAN**
**FOR VENDOR PAYMENTS**

This fact sheet is designed to provide our USDA agencies and stakeholders with essential information pertinent to the continued processing of critical vendor payments during a pandemic. This information is designed to provide up-to-date information on our operations, employees, and facilities, and assure our customers that mission critical essential services will be delivered throughout the pandemic. The Controller Operations Division (COD) will utilize the principles set forth in the National Strategy for Pandemic Influenza to ensure employee safety and health and business continuity are our primary concerns. Our goal is to continue all vendor payments in a manner that is transparent to our customers. We will continue to utilize the COD Web site (*cod.nfc.usda.gov*) to communicate critical system availability issues and provide current operating status information for the following areas:

**Vendor Table Maintenance (VEND)**
**Integrated Acquisition System (IAS)**
**Travel System (TRVL)**
**Telephone/Utilities Vendors Systems (TELE/UTVN)**
**Government Transportation System (GVTS)**
**Administrative Certification**
**FFIS Cycle Processing**

**How to Contact Us**

| Function | Telephone | Fax | E-Mail |
|---|---|---|---|
| COD General Inquiry | 800-421-0323 504-255-5370 | 504-426-9745 | N/A |
| Vendor Table Maintenance | 504-426-5377 | N/A | N/A |
| Integrated Acquisition System | 800-421-0323 504-426-6510 | 504-426-8247 | apb.ias@usda.gov |
| Travel Inquiry | 800-421-0323 504-426-6515 | 504-426-8864 | trvl@usda.gov |
| MiscPay Inquiry (including TELE and UTVN) | 800-421-0323 504-426-6430 | 504-426-9745 | misc@usda.gov |
| Administrative Certification | N/A | 504-426-8746 | N/A |

**Mail Delivery**
During pandemic events, it is anticipated that mail delivery to New Orleans will cease and more efficient automated methods will be in place.

**COD Management Conference Line 1-866-655-1813**

**Updated information will be available also on COD's Web site at *cod.nfc.usda.gov***

**Figure:  Customer Fact Sheet**

**2.4.1 Communication with Agencies and Stakeholders** (continued)

| WHO TO CONTACT IN COD FOR INFORMATION DURING A HUMAN PANDEMIC EVENT | | |
|---|---|---|
| **Office of the Director Staff** | **COD Management** | **Phone Number** |
| | COD Director, Charles Wallace | 817-542-2829 |
| | Associate Director, Accounting Operations | 817-542-2803 |
| | Associate Director, Reporting and Administration | 817-542-2804 |
| **Business Continuity/ Pandemic Coordinator/ FFIS Security** | **COD Contacts** | **Phone Number** |
| | Primary Contact | 817-542-2805 |
| | Alternate Contact | 817-542-2827 |
| | Alternate Contact | 817-542-2828 |
| **Integrated Acquisition System (IAS), Telephone/ Utilities (TELE/UTVN)/ Government Transportation System (GVTS) payments** | **Administrative Payments Branch (APB) Personnel** | **Phone Number** |
| | Chief, APB | 817-542-2828 |
| | Head, Customer Support and Analysis Section | 817-542-2823 |
| | Lead Program Analyst | 817-542-2818 |
| **VEND/FFIS Cycle Processing** | **Accounting Processing Branch (ACPRB) Personnel** | **Phone Number** |
| | Chief, ACPRB | 817-542-2807 |
| | Head, Functional Administrators and Table Maintenance Section | 817-542-2808 |
| | Head, Interface Reconciliation and 1099 Section | 817-542-2814 |
| | Head, ARS Operations Section | 817-542-8357 |
| **Administrative Certification Processing** | **IPAC Control Branch Personnel** | **Phone Number** |
| | Chief, IPAC | 817-542-2838 |
| | Head, Administrative Certification Section | 817-542-2840 |
| | Head, IPAC Control Section | 817-542-2839 |

During Human Pandemic events, the COD Director's Office, through coordinated efforts with the Office of the Chief Financial Officer, will be the focal point for relaying timely and consistent communications to **USDA agencies** and **stakeholders** on vendor payment processing and critical information on COD operations, employees, and our facility. We will utilize the COD Web site (*www.cod.usda.gov*) to provide up-to-date information and proactively disseminate critical information as it occurs. In COD, our customers and employees are our most valuable assets. During pandemic events, being able to contact the appropriate official on important matters will be a critical key to our success. The chart above was designed to put **agencies** and **stakeholders** in contact with management officials who are available to assist if our Web site and/or inquiry communication lines are not available.

**2.4.1 Communication with Agencies and Stakeholders** (continued)

## *USDA Agency/Stakeholders Contact List*

### *OFFICE OF THE CHIEF FINANCIAL OFFICER*

| | |
|---|---|
| Chief Financial Officer | 202-720-5539 |
| Deputy Chief Financial Officer | 202-720-0727 |
| Director, Administrative Management Staff | 202-720-1011 |
| Pandemic Point of Contact (POC) | 202-690-4665 |

### *ASSOCIATE CHIEF FINANCIAL OFFICER – FINANCIAL OPERATIONS*

| | |
|---|---|
| Associate Chief Financial Officer, Financial Operations (ACFO-FO) | 202-720-9427 |
| Director, Accounting Policy and Consolidated Reporting Division | 202-720-0990 |
| Financial Statement Audit Liaison | 202-720-1888 |
| Pandemic POC | 817-542-2805 |

### *ASSOCIATE CHIEF FINANCIAL OFFICER – FINANCIAL POLICY AND PLANNING*

| | |
|---|---|
| Associate Chief Financial Officer, Financial Policy and Planning (ACFO-FPP) | 202-720-8345 |
| Director, Budget Division | 202-720-1885 |
| Director, Working Capital Fund | 202-720-1203 |
| Pandemic POC | 202-690-4665 |

### *ASSOCIATE CHIEF FINANCIAL OFFICER – FINANCIAL SYSTEMS*

| | |
|---|---|
| Associate Chief Financial Officer, Financial Systems (ACFO-FS) | 202-619-7636 |
| Director, Architecture and Policy Division | 504-426-5667 |
| Director, Corporate Mixed Systems Division | 202-720-5957 |
| Director, Customer Service Division | 202-619-7648 |
| Pandemic POC | 202-285-5043 |

### *NATIONAL FINANCE CENTER*

| | |
|---|---|
| Director, National Finance Center (NFC) | 504-426-0120 |
| Deputy Director, NFC | 504-426-0120 |
| Human Resources Management Staff | 504-426-0327 |
| Director, Cyber Security Staff | 504-426-0356 |
| Director, Government Employees Services Division | 504-426-1025 |
| Information Systems Security Office | 504-426-0400 |
| Director, Information Resources Management Division | 504-426-2000 |
| Pandemic POC | 504-426-0201 |

**2.4.1 Communication with Agencies and Stakeholders** (continued)

## *USDA Agency/Stakeholders Contact List* *(Continued)*

### *FARM AND FOREIGN AGRICULTURAL SERVICES*
**Farm Service Agency (FSA)**
**Foreign Agricultural Service (FAS)**
**Risk Management Agency (RMA)**

| | |
|---|---|
| Chief Financial Officer, FAS and FSA | 703-305-1386 |
| Financial Contact, RMA | 816-926-1872 |
| Deputy Administrator for Management | 703-305-1424 |
| FAS Pandemic POC | 202-720-9285 |
| FSA Pandemic POC | 816-926-6288 |
| RMA Pandemic POC | 816-926-7529 |

### *FOOD, NUTRITION, AND CONSUMER SERVICES*
**Food and Nutrition Service (FNS)**
**Center for Nutrition Policy and Promotion**

| | |
|---|---|
| Chief Financial Officer, FNS, Deputy Administrator for Financial Management | 703-305-2046 |
| Pandemic POC | 301-906-5656 |

### *FOOD SAFETY*
**Food Safety and Inspection Service (FSIS)**

| | |
|---|---|
| Chief Financial Officer | 202-720-2912 |
| Deputy Director | 301-504-5792 |
| Pandemic POC | 301-504-5790 |

### *MARKETING AND REGULATORY PROGRAMS*
**Agricultural Marketing Service (AMS)**
**Animal and Plant Health Inspection Service (APHIS)**
**Grain Inspection, Packers and Stockyards Administration (GIPSA)**

| | |
|---|---|
| Chief Financial Officer, AMS, APHIS, GIPSA | 202-720-9721 |
| Chief, APHIS | 301-734-6604 |
| Chief, Washington Financial Services Branch, AMS | 202-720-1733 |
| Budget Officer, AMS | 202-690-9247 |
| Budget Officer, GIPSA | 202-720-0231 |
| Pandemic POC | 612-336-3411 |

### *NATURAL RESOURCES AND ENVIRONMENT*
**Forest Service (FS)**
**Natural Resources Conservation Service (NRCS)**

| | |
|---|---|
| Chief Financial Officer, FS | 202-205-1321 |
| Director, Budget and Finance | 505-563-7100 |
| Chief Financial Officer, NRCS | 202-720-1768/202-720-5904 |
| Systems Accountant, NRCS | 202-720-0978 |
| FS Pandemic POC | 505-563-7104 |
| NRCS Pandemic POC | 202-205-7335 |

## *USDA Agency/Stakeholders Contact List* *(Continued)*

### *RESEARCH, EDUCATION, AND ECONOMICS*
**Agricultural Research Service (ARS), National Agricultural Library**
**Cooperative State Research, Education, and Extension Service (CSREES)**
**Economic Research Service (ERS)**
**National Agricultural Statistics Service (NASS)**

| | |
|---|---|
| Chief Financial Officer, ARS, ERS, CSREES, NASS | 301-504-1257 |
| Assistant Director, Financial Management Division, NASS | 301-504-1078 |
| Pandemic POC | 301-504-1275 |

### *RURAL DEVELOPMENT*
**Rural Business – Cooperative Service**
**Rural Community Development**
**Rural Housing Service**
**Rural Utilities Service**

| | |
|---|---|
| Chief Financial Officer, RD | 314-457-4152 |
| Pandemic POC | 314-457-4121 |

### *OFFICE OF THE INSPECTOR GENERAL*

| | |
|---|---|
| Resource Manager | 202-720-4109 |
| Director, Resources Management Division | 202-720-7427 |
| Assistant IG, Audit Operations | 202-720-6945 |
| Pandemic POC | 202-720-6979 |

### *ALTERNATIVE AGRICULTURAL RESEARCH AND COMMERCIALIZATION CORPORATION (AARCC)*

| ADMINISTRATION | STAFF OFFICES |
|---|---|
| **Administrative Law Judges Office** | |
| **Board of Contract Appeals** | **Departmental Administration** |
| **Civil Rights** | **Office of the Chief Financial Officer** |
| **Disaster Management and** | **Office of the Chief Information Officer** |
| **Coordination Staff** | **Office of Communications** |
| **Human Resources Management** | **Office of Congressional Relations** |
| **Judicial Officer** | **Office of Budget and Programs Analysis** |
| **Modernization of Administrative Processes** | **Office of Chief Economist** |
| **Program Operations** | **Office of Executive Secretariat** |
| **Procurement** | **National Appeals Division** |
| **Property Management** | **Office of General Counsel** |
| **Small and Disadvantaged** | **Office of the Secretary** |
| **Business Utilization** | |

| | |
|---|---|
| Departmental Administration, Finance Manager | 202-720-5008 |
| Office of the Chief Information Officer, NITC | 816-926-2722 |
| Pandemic POC | 202-236-2025 |

### 2.4.2 Communications with Employees

Managers and employees must work together to ensure emergency contact numbers and information is kept current and up-to-date during a human pandemic period. The contact numbers for COD employees are contained in the COOP Database and "Call Tree" and have been provided to pertinent staff members. Employees are responsible for initiating contact with their supervisors for accountability purposes and to obtain important operations information.

The COD Coordinators and managers are encouraged to use the USDA Target Center (202-720-2600) as a resource for communication tools for persons with disabilities. The Target Center web site at http://www.usda.gov/oo/target/ will be updated to include current information.

COD employees are expected to contact 1-888-300-3399 for up-to-date information on the status of COD's operations and stay tuned to WWL-AM, WWL-TV, WDSU-TV, and/or WVUE-TV for information. TTY callers can use the Federal Relay Service at 1-800-877-8339 or the Louisiana Relay Center at 1-800-846-5277.

**STAGES 0/1/2: Human Pandemic Alert Period - Planning and Readiness**

The following checklist provides guidance managers should consider regarding their employee communications capability preparations to respond to a human pandemic period during Stages 0-2.

- Update emergency contact information including all forms of contact, e.g., home cell phone number, home e-mail address, as described in modified HR-1800 memorandum.
- Establish emergency communications plans and revise them periodically. Plans should include identification of key contacts (with backups), chain of communications (including suppliers and customers), and processes for tracking and communicating business and employee status.
- Evaluate if employees have the telephone and information technology (IT) equipment necessary to work from remote/home locations.
- Ensure **agency** personal data assistant (PDA) devices are updated with the latest contact information. This update is very important for the Senior Leadership communications devices.
- Plan for the activation of telework and shift work for facility staff if appropriate.
- Consult http://www.pandemicflu.gov/ for useful information on human pandemic and http://www.usda.gov/oo/beprepared/ for USDA employee information, including human pandemic influenza.
- Develop strategies to contact employees if telephones are overloaded (i.e., text messaging, TTY, and instant messaging).
- Anticipate employee fear and anxiety, rumors and misinformation, and plan communications accordingly.
- Disseminate information to employees about your human pandemic preparedness and response plan.

- Develop platforms (e.g., hotlines, dedicated Web sites) for communicating human pandemic status and actions to employees, vendors, suppliers, and customers inside and outside the worksite in a consistent and timely way. Include redundancies in the emergency contact system.
- Identify community sources for timely and accurate human pandemic information (domestic and international) and resources for obtaining countermeasures (e.g., vaccines and antivirals). Pass this information to employees who may be ill at home or have ill family members.
- Provide guidance to employees in the preparation of Family Communications Plans. Family Communication Plans should include such information as names, dates of birth, social security numbers, important medical information, out-of-town contacts; e-mail, school, and work addresses; evacuation locations; and where to meet in an emergency. In addition you should list contact information for doctors and pharmacists and medical insurance information.
- Encourage employees to log onto the Department of Homeland Security Web site (www.ready.gov) to give them samples and templates for the development of Family Communications Plans.
- Working with your Office of Communications, set up preplanned procedures for local radio and television stations to receive and air Department/**Agency** work status to the general public.

**NOTE:** A policy on communications to employees will be outlined in a modified HR-1800 memorandum for emergency contact information.

## Pandemic Period (Stages 3-6)

**STAGE 3: Widespread Outbreaks in Multiple Locations Overseas – Human Pandemic Period**

There is no way to forecast where the human pandemic will originate. If the first widespread cases of human-to-human transmission occur in the United Sates, this stage will be by-passed and any actions will have to be performed as rapidly as possible in stages 4 or 5.  If the first cases occur overseas, most models and literature indicate that it will likely arrive in North America within 4 to 6 weeks.

The following checklist provides guidance that managers should consider regarding their communications capability during the human pandemic stages 3-6.
- Take personal responsibility to ensure the location of each employee is captured in case it becomes necessary to contact him or her.
- Identify employees who do not have home e-mail service and tailor their update messages to telephone broadcast messages they can receive on a voice mail system.
- Encourage use of the USDA Employee Emergency Information Line, 1-800-932-1902. COD employees are expected to contact 1-888-300-3399 for up-to-date information on the status of COD's operations and stay tuned to WWL-AM, WWL-TV, WDSU-TV and or WVUE-TV for information.  TTY callers can use the Federal Relay Service at 1-800-877-8339 or the Louisiana Relay Center at 1-800-846-5277.

**STAGE 4: First Human to Human Case in North America**

The relevance of this stage is partially dependent on where the first cases appear. If the human pandemic originates locally, Stage 4 is by-passed, and the area immediately goes into Stage 5. The pace at which the human pandemic spreads is dependent to some degree on where it first occurs. If it happens in an area that is a major transportation hub, it will likely spread rapidly. Conversely, if it happens in an isolated rural area, you may have a little more planning time. However, the dynamics of the Spanish Flu pandemic suggest that once it occurs within the United States, it is likely to spread across the country within 1 month.

During this and later stages, managers will be required to initiate emergency contact with employees for business resumption purposes and to determine wellness and overall safety.

- Take personal responsibility to ensure the location of employees is captured in the event it becomes necessary to contact them.
- Disseminate regular human pandemic status updates so employees know the frequency of the update and where to go to find information on the latest update.
- Identify employees who do not have home e-mail service and tailor their update messages to telephone broadcast messages they can receive on a voice mail system.
- Encourage use of the USDA Employee Emergency Information Line, 1-800-932-1902. COD employees are expected to contact 1-888-300-3399 for up-to-date information on the status of COD's operations and stay tuned to WWL-AM, WWL-TV, WDSU-TV and or WVUE-TV for information. TTY callers can use the Federal Relay Service at 1-800-877-8339 or the Louisiana Relay Center at 1-800-846-5277.

**STAGE 5: Spread Throughout United States**

The human pandemic will not necessarily affect all parts of the country equally or at the same time. Offices should take their lead from local government and health authorities.

- Disseminate regular human pandemic status updates so employees know the frequency of the update and where to go to find information on the latest update.
- Do not hold meetings (with people in close proximity)—use teleconference calls or videoconferences with major department heads and **Agency** leadership to discuss communications plans.
- Reduce the number of people working together—use shift work or telework as appropriate.
- Work from home, if authorized.
- Use shift work for other than normal times to spread out people contact time (i.e., the workforce operates over a 24-hour period, instead of all together from 8:00 a.m. to 5:00 p.m.).
- Identify employees who do not have home e-mail service and tailor their update messages to telephone broadcast messages they can receive on a voice mail system.
- Ensure dissemination of work-related time and attendance status (i.e., such as placing personnel on administrative leave or standby status).
- Use cell phones to conduct meetings and text messaging to disseminate information to COD employees.

**STAGE 6: Recovery and Preparation for Subsequent Waves**

The human pandemic will likely come in waves. This stage focuses on evaluating capabilities to continue to perform your functions and preparing for the next wave.

- Request employees to inform you if they plan to temporarily move to other parts of the country.
- Identify employees who do not have home e-mail service and tailor their update messages to telephone broadcast messages they can receive on a voice mail system.

**2.4.3 Communications Training Checklist**

The success or failure of an organization and managers to communicate with their employees, and for employees to stay in contact with the manager, hinges on the amount of training conducted on the emergency communications systems. Managers cannot wait until the day of the emergency to train and test communications capability. Employees should continually update their contact information to ensure managers have their correct contact information. Additionally, provide employees with contact information for their supervisory chain. This will ensure a rapid and accurate emergency communications capability.

The following communications training checklist items provide guidance that managers and employees should consider in conducting effective and useful training in preparation for the Pandemic Period (Stages 0-6).

- Conduct quarterly **agency** Emergency Telephonic Notification Tests during duty and non-duty hours to test the ability of the **agency** to contact all employees. Record the results of the number of personnel contacted, by what method, and time it took to contact them.
- Train employees to update their contact information with their supervisors. Ensure all supervisors can contact their employees.
- Plan for the activation of telework and shift work for facility staff as appropriate.
  - Incorporate use of telework into the way the **agency** does business by allowing authorized employees to telework from their homes or telecommuting facilities if authorized.
  - Ensure employees have correct telework log-in user IDs and password credentials to access **agency** systems. Work with the Data Center to publish easy to use telework user instructions.
  - Work with the Data Center to ensure "teleworkers" have the proper hardware and software home PC system configurations to use telework.
  - Ensure that the Data Center has planned for the correct system capacity to accept numerous telework log-ons.
- Start education of staff in social distancing practices.
- Conduct quarterly "all-hands" training on new technology classes that will teach employees how to stay in touch with management and provide employee awareness training on human pandemic planning and information.

## 2.4.4 Communications Methods Currently in Use

| Type | Definition | Pandemic Period Recommended Use |
|---|---|---|
| **Telephone Systems** | | |
| Home Telephone Service | Basic home telephone service to receive and send calls. | **Stages 0-6** |
| Cellular Telephones | Basic cellular service in local and nationwide calling network. | **Stages 0-6** |
| Telephone Notification Cascade (Phone Tree) | Pre-planned list of employees arranged by office to exercise their call up. | **Stages 0-6** |
| Automated Telephonic Emergency Notifications Systems | Automated system that sends an emergency announcement message activating an emergency plan or providing emergency messages to agency users office, home and cell phones, e-mail systems, and personal data assistant (PDA) devices. | **Stages 0-6** Provides immediate notification to agency employees and emergency staff loaded on the system. System can be programmed to transmit daily updates in Pandemic Status if necessary. Also facilitates social distancing of employees during Pandemic Period. |
| Text Messaging | Basic cell phone text-messaging service to send and receive short digital text messages on cell phones and PDA devices. | **Stages 3-6** Good means of backup communications by personnel with cell phone text messaging. |
| Voice Over Internet Protocol (VoIP) | Type of phone system that transmits voice and data over the Internet. | **Stages 3-6** |
| Teleconferencing | Process of communicating with several personnel via one telephone line. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period. |
| 1-800 Hotline Information Number | Toll-free nationwide telephone number that employees can use to hear current Pandemic Alert status of agency or to leave a message as to their status. | **Stages 3-6** Good method to keep employees informed of current Pandemic Status. Heavy use expected during Stages 3-6. |
| Government Emergency Telephone Cards (GETS) | Telephone priority-calling system developed by the National Communications System (NCS).  It allows personnel to increase their calls priority during an emergency by inserting a "PIN" number. For additional information on this NCS capability log onto www.ncs.gov. GETS User Assistance Numbers: 800-818-GETS  (800-818-4387) or 703-818-GETS | **Stages 3-6** Provides priority calling for agency Leadership to stay in contact during the Pandemic Period when communication systems may be overloaded. |

**2.4.4 Communications Methods Currently in Use** (continued)

| Type | Definition | Pandemic Period Recommended Use |
|---|---|---|
| **Information Technology (IT)-Based Systems** | | |
| Web Sites | Department and agency Internet and Intranet web sites with critical Department information in a variety of areas. Consult http://www.pandemicflu.gov/ for useful national information on Pandemic Influenza and http://www.usda.gov/oo/beprepared/ for USDA-specific information. | **Stages 0-6** Can be used during all Pandemic Periods |
| Teleworking via Virtual Private Network (VPN) | Method used to communicate via either high-speed dial-up, DSL, or broadband cable over high speed Internet from home or office. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period |
| PDA Devices | Handheld PDA device used to send and receive e-mail messages and do limited word processing. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period |
| Instant Messaging | Internet-based instant text messaging system that facilitates online dialogue between users. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period |
| Video Teleconferencing | IT-based system that allows transmission of live full motion images between PCs or VTC centers. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period |
| Wireless PC/LAN Systems, WiFi and Broadband Systems | Allows PC connectivity for users without the use of cable connectivity thus allowing users to spread out in a facility.  Also expedites installation time for PC systems. | **Stages 3-6** Facilitates social distancing of employees during Pandemic Period |
| Public Address System | An electronic amplification system used as a communication system in public areas. | **Stages 3-6** Good method to keep employees informed of current Pandemic Status. |
| **Media-Based Systems** | | |
| News Media Releases (print, television, radio) | Local news media coverage of an event with possible live remotes being conducted at agency facilities. | **Stages 0-6** Good method to use to keep employees informed at home. |
| Internal Television Networks | Internally controlled television channel upon which emergency messages or live remotes may be shown. | **Stages 0-6** Can be used during all Pandemic Periods |

**NOTE**: The above list contains a number of highly technical telephone and IT-based communication systems in use today; however, not all employees in an agency will have the listed communication and IT system capability.  Most will have basic office and home telephone and cell phone service.  Primary means of emergency notification may be through Emergency Telephone Notification Cascades "Phone Tree."  Managers at all levels need to be aware of this and plan accordingly to transmit emergency information as quickly as possible and to assist employees during all human pandemic stages.

### 2.4.5 Maintaining Essential Functions and Services

Maintaining essential functions and services relates to continuity of operations. In this plan, essential functions and services are identified as those relating to the vendor payments that must continue under all circumstances.

A key component to the identification of essential functions is the establishment of staffing and resource requirements needed to perform these functions. The chart below depicts the Delegations of Authority and three-deep staffing redundancies necessary to continue those functions.

**Essential Functions and Order of Succession**
(P=Primary; A=Alternate)

**COD Directors**
Charles Wallace - P
Alva Chase - A
Dennis Jack - A

**COD COOP Coordinators**
Dawn Hughes-Morris - P
Peggy Javery - A
Sylvia Mitchell - A

**Administrative Support**
Juanita Vidato - P
Jessica Anderson - A
Sandra Nunez - A

| **Vendor File Maintenance** | **IAS Payments** | **TELE/UTVN Payments** | **TRVL Payments** | **GVTS** | **Admin Certification** | **FFIS Cycle Process** |
|---|---|---|---|---|---|---|
| Eddie Malter - P | Wade Edwards - P | Grace Reed - P | Edward Spears - P | Rick Culotta - P | Lloyd Davis - P | Darrell Kennedy - P |
| Yolanda Wallace - A | Jane Cosse - A | Susan Rushon - A | Linda Smith - A | Hariette Tolliver - A | Susan Lauga - A | Cabrina Harrison - A |
| Kirt Ulfers - A | Karen Frederickson - A | Brenda Galle - A | Terre Duffy - A | Gayle Richardson - A | Sandi Williams - A | Carlos Metaxas - A |
| USDA Agency Vendor Coordinators | USDA Agencies direct entry into IAS | USDA Agencies Option 1 - PV Option 2 - Credit Card | USDA Agencies PV for critical emergency payments | USDA Agencies direct entry into FFIS/PV | Select Agency emergency Certifying Officers/Data Entry Operators | ACFO-FS in coordination with USDA Agency Functional Administrators |

**Note**: All vendor payments are contingent upon FFIS availability

## *3. Planning Assumptions*

COD's pandemic influenza planning is based on the following assumptions:

1   USDA **agencies** and **stakeholders** will implement complementary pandemic plans to ensure continued vendor payments with minimal impact to **agencies** and **stakeholders**.

2   Continuous communications with **Headquarters Officials (OCFO)**, **agencies**, and **stakeholders** will facilitate coordination efforts.

3   Data Center will be up and running; all systems will be available and supported.

4   All internal support functions are operational (**ACFO-FS**, **Information Systems Security Office (ISSO)**, **HRMS**, **Information Resources Management Division (IRMD),** etc.).

5   A modified process for administering security access during a pandemic will be implemented by **USDA Agencies** and coordinated through **ACFO-FS** and/or **ISSO**.

6   **Treasury-FMS** is able to receive and process administrative payment files.

7   **Treasury-FMS** agrees to USDA **agency emergency certifying officers (COs)** submitting payment documents via a modified or streamlined process (i.e., fax certified **agency** payment documents to **Treasury-FMS**).

8   Select Agency emergency COs and data entry operators (DEO) will receive automated disbursement training in order to ensure payments are certified.

9   Select Agency emergency COs will assume liability associated with certification of payments following training and during a pandemic event.

10  **ACFO-FS** officials will ensure FFIS cycle processing and technical contractual support will continue through pandemic waves.

11  System modifications and programming changes (except for regulatory changes) will not be implemented during pandemic periods.

12  Disbursement cycle jobs successfully complete and appropriate personnel contacted. These cycles result in the payment of transactions originated from feeder systems.

13  Internet, e-mail, scheduled conference calls, and telework will be available for use, as appropriate, to coordinate the performance of essential functions during pandemic events. This is particularly true in key areas, such as payment certification and FFIS cycle processing.

14  The event will last for an indefinite period of time.

15  Human pandemic influenza is likely to come in "waves" of several weeks to a few months in duration.

16    Up to 40% of employees may be absent for periods of approximately two weeks as a result of their illness, illness within their families, or fear of infection.

17    A vaccine will not be available until at least 4 to 6 months after the pandemic virus appears and is isolated.  The supply of antiviral drugs will be limited.

18    The Michoud Assembly Facility (MAF) will not be a safe haven for families and pets.

19    Leave and absenteeism will be assessed throughout all pandemic stages to determine impact on operations.

20    Personnel will be cross-trained to provide essential functions due to anticipated absenteeism.

21    All business-related travel may be cancelled.

22    **Agencies** and **stakeholders** will participate in Training, Testing, and Exercises (TT&E) to facilitate the Plan's success.

23    COD managers and employees will participate in quarterly TT&E to ensure the proficiency of personnel to conduct essential functions.

## 4. COD Plan for Maintaining Essential Functions

During a pandemic, COD anticipates providing both core and non-core functions as agreed upon in existing Memorandums of Understanding/Service Level Agreements, including, but not limited to, the following tasks:

- Input documents received for processing within 3 days of receipt.
- Obtain missing information needed to process documents or correct rejected documents within 10 days of receipt/rejection.
- Monitor Government Transportation System (GVTS) accounts to prevent delinquency and avoid suspension.
- Respond to requests for information within 3 days for telephone inquiries and 7 days for other inquiries.
- Recertify payments within 10 days of return.
- Report GVTS rebates to **OPPM** within 5 days of receipt.
- Certify payment schedules within 3 hours of receipt of system reports.
- Submit, in writing, calls for Comptroller General decisions within 30 days of requests.
- Update vendor tables (VEND) within 24 hours of request.
- Run nightly Foundation Financial Information System (FFIS) cycles.
- Take action to correct disbursement problems related to VEND within 24 hours of identification.
- Notify **agencies** within 2 days of successful replication of new fiscal and budget fiscal year records.
- Apply semiannual updates to FFIS prompt pay-related common tables to incorporate appropriate interest rates.
- Ensure that nightly cycle processes are completed as expected.
- Schedule the nightly cycle runs for all feeder systems.

Regardless of the pandemic stage, the percentage of employee loss in any one area is the most important factor in determining the point at which service degradation and the transfer of functions from COD to the **agencies** and **stakeholders** could occur. COD will provide cross training and call upon qualified employees to carry out essential functions via telework, as appropriate, to fully utilize all eligible and available staff and ensure continuity of operations for as long as possible.

> **NOTE**: This plan includes only payments made to vendors. The Intragovernmental Payment and Collection System (IPAC) is not addressed, as this process does not impact vendors. The Purchase Card Management System (PCMS) payments are not addressed because payment is made through an automated process that does not require human intervention. **Treasury-FMS** and **OPPM**, respectively, should develop plans for these payment alternatives in anticipation of a pandemic event.

**4. COD Plan for Maintaining Essential Functions** (continued)

<table>
<tr><td colspan="2" align="center">**Vendor Table Maintenance (VEND)**<br>*Responsible Organization: Accounting Processing Branch (ACPRB)*</td></tr>
<tr><td colspan="2">The Vendor Table Maintenance function includes:<br>1. Receipt of PVND maintenance from USDA agencies<br>2. Performance of various validation checks against the received data<br>3. Ensure all required information is present to enable an update to the VEND table<br>4. Perform requested maintenance<br>5. Reply to status request<br>6. Perform daily management review of audit sampling<br>7. Non-routine duties include vendor solicitations for banking information, providing accurate identification numbers; annual review of VEND to de-activate dormant vendors.</td></tr>
<tr><td rowspan="3">**0 - 30% Loss**</td><td>No impact to service levels; COD's internal processing adjustments are transparent to **agencies** and **stakeholders**.</td></tr>
<tr><td>Focus on mission essential services for maintaining vendor file maintenance process. Redirect staff according to workload.</td></tr>
<tr><td>Shift resources to accommodate other critical functions.</td></tr>
<tr><td rowspan="2">**31 - 50% Loss**</td><td>Begin to seek assistance from **AMD** and/or **HR** officials on hiring flexibilities and pay options and alternatives since processing delays may be increased.</td></tr>
<tr><td>If processing delays are dramatic, seek assistance from USDA agency vendor coordinators for functions 1-7 (as appropriate) to assist with VEND maintenance.</td></tr>
<tr><td>**51 - 75% Loss**</td><td>VEND file maintenance function within ACPRB would begin to be transferred to the vendor coordinators at the individual USDA agencies.</td></tr>
<tr><td>**76 - 100% Loss**</td><td>All essential functions completely transferred to agencies.</td></tr>
<tr><td rowspan="3">**Three-Deep in Charge of Function**</td><td>Eddie Malter, Lead Analyst, (504) 426-5362 (Office), eddie.malter@usda.gov</td></tr>
<tr><td>Yolanda Wallace, Analyst, (504) 426-5375 (Office), yolanda.wallace@usda.gov</td></tr>
<tr><td>Kirt Ulfers, Chief, Accounting Processing Branch, (504) 426-5350 (Office), (817) 542-2807 (Cell), kirt.ulfers@usda.gov</td></tr>
<tr><td>**One Outside of Primary Organization**</td><td>USDA Agency Vendor Coordinators</td></tr>
</table>

**4. COD Plan for Maintaining Essential Functions** (continued)

| Integrated Acquisition System (IAS) Payments | |
|---|---|
| *Responsible Organization: Administrative Payments Branch (APB)* | |

The IAS function includes:
1. Entering IAS invoices into IAS and performing a match of invoice line item charges to corresponding IAS receipts and line items
2. Working IAS invoices on Unmatched IAS Hold File (contacting customer agencies as necessary to clear errors that block processing of the invoice in IAS)
3. Working IAS invoices rejecting to IAS Document Resolution Manager (invoices rejecting from FFIS)
4. Processing inquiries on payments (for customer agencies and vendors)
5. Coordinating the cancellation and reprocessing of returned IAS payments

| | |
|---|---|
| **0 - 30% Loss** | Focus on mission critical and mission essential services for processing the IAS invoices and begin to redirect staff according to workload. |
| | Minimize staff involvement in day-to-day administrative tasks. |
| | Response times outlined in service level agreements could be exceeded due to system availability issues and shortages in operational personnel. |
| | No operational changes take place. |
| **31 - 50% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be exceeded due to system availability issues and shortages in operational personnel. |
| | Enlist the assistance of the agency personnel to continue APB functions. |
| **51 - 75% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a much degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be greatly exceeded due to system availability issues and excessive shortages in operational personnel. |
| | Direct agencies to initiate an emergency payment process with limited direct-entry payments in FFIS or on credit cards. |
| | Enlist the assistance of the agency personnel to continue APB functions. |
| **76 - 100% Loss** | Alert OPPM, agency CFO's, and agency IAS Leads that APB can no longer perform any functions. All functions are completely devolved to OPPM. |
| | All functions processed by the enlisted personnel under the direction of OPPM. |
| **Three-Deep in Charge of Function** | Wade Edwards, Section Head, IAS, (504) 426-5218 (Office), (817) 542-2822 (Cell), wade.edwards@usda.gov |
| | Jane Cosse, Supervisor, (504) 426-5217 (Office), (817) 542-2824 (Cell), jane.cosse@usda.gov |
| | Karen Frederickson, Program Analyst, (504) 426-5260 (Office), (817) 542-2819 (Cell), karen.frederickson@usda.gov |
| **One Outside of Primary Organization** | USDA Agencies in coordination with Chief, OPPM, Procurement Systems Division |

**4. COD Plan for Maintaining Essential Functions** (continued)

| | **Telephone and Utility Vendors Systems (TELE/UTVN) Payments** |
|---|---|
| | *Responsible Organization:  Administrative Payments Branch (APB)* |

The telephone and utility vendor payments function includes:
1. Telephone and Utilities Maintenance System (TUMS) account setup and review
2. Invoice processing – batching
3. Invoice processing – data entry
4. Transaction correction and validation
5. Responding to TELE and UTVN inquiries
6. Processing Check/Electronic Funds Transfer Cancellations (CX)

| | |
|---|---|
| **0 - 30% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions. |
| | Minimize staff involvement in day-to-day administrative tasks. |
| | Response times outlined in service level agreements could be exceeded due to system availability issues and shortages in operational personnel. |
| **31 - 50% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be exceeded due to system availability issues and shortages in operational personnel. |
| | During this phase, response to inquiries and TUMS account setup and review will be greatly reduced until staffing levels increase. CX and cancellation processing will be suspended unless processing is deemed critical.  Staff to continue to focus on mission critical functions 2, 3, and 4. Functions significantly impacted:  1 and 5.  Functions discontinued:  6. |
| **51 - 75% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a much degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be greatly exceeded due to system availability issues and excessive shortages in operational personnel. |
| | Direct agencies to initiate an emergency payment process. Invoices should be viewed electronically. Select agencies will be notified to establish direct-entry payments in FFIS in advance of others. All other agency payments will continue to be processed by APB. Normal processing functions for those agencies performing direct entry will be suspended until the crisis is over.  Staff to continue to focus on mission critical function 4. Functions significantly impacted: 1 and 5. Functions discontinued: 2 and 3. |
| **76 - 100% Loss** | Alert Agency CFO's and Agency Telecommunications Mission Area Control Officer (TMACO) that APB will temporarily discontinue operations, and they should direct their staffs to pay transaction/invoices, etc. via direct-entry processing in FFIS and/or credit card.  All functions are completely devolved to USDA agencies. |
| | Services that cannot be performed will be suspended until the crisis is over.  All processes suspended. |
| **Three-Deep in Charge of Function** | Grace Reed, Section Head, Miscellaneous Payments Section, (504) 426-5331 (Office), (817) 542-2820 (Cell), grace.reed@usda.gov |
| | Susan Rushon, Supervisor, Utility Payments Unit, (504) 426-5332 (Office), (817) 542-2826 (Cell), susan.rushon@usda.gov |
| | Brenda Galle, Supervisor, Telephone Payments Unit, (504) 426-5208 (Office), brenda.galle@usda.gov |
| **One Outside of Primary Organization** | USDA Agencies in coordination with the Head Telecommunications Mission Area Control Officer |

**4. COD Plan for Maintaining Essential Functions** (continued)

| Travel System (TRVL) Payments | |
|---|---|
| *Responsible Organization:  Administrative Payments Branch (APB)* | |
| The Travel function includes: | |
| 1.  Processing of hardcopy documents (authorizations and vouchers) | |
| 2.  Processing travel suspense | |
| 3.  Responding to travel inquiries | |
| 4.  Processing relocation vouchers – audit | |
| 5.  Processing Relocation Income Tax (RIT) claims | |
| 6.  Performing post payment audits | |
| **0 - 30% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions. |
| | Minimize staff involvement in day-to-day administrative tasks. |
| | Response times outlined in service level agreements could be exceeded due to system availability issues and shortages in operational personnel. |
| | No operational changes to take place. |
| **31 - 50% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a degraded level, and redirect staff according to workload. |
| | Response times outlined in service level agreements will be exceeded due to system availability issues and shortages in operational personnel. |
| | Due to the decrease in staff, response times to inquiries and the processing of relocation income tax claims will be reduced until staffing levels can accommodate the workload. During this phase, we will focus our processing efforts on clearing all travel suspense and relocation voucher payments.  Remaining staff to focus on mission critical functions 1, 2, and 4.  Functions significantly impacted: 3, 5, and 6. |
| **51 - 75% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a much degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be greatly exceeded due to system availability issues and excessive shortages in operational personnel. |
| | APB will suspend processing relocation income tax claims and processing of hardcopy documents. Efforts will be focused on processing all documents under system control (electronically submitted documents) and relocation vouchers.  Response to inquiries will be greatly reduced until staffing levels increase.  Shift staff to continue to focus on mission critical functions in 1, 2, and 4.  Functions significantly impacted:  3 and 6.  Functions discontinued: 5. |
| **76 - 100% Loss** | Direct agencies to initiate an emergency payment process with limited direct-entry payments in FFIS. Alert agency CFO's, and agency TPUG representatives that APB will temporarily suspend operations, and they should direct their staffs to pay travel-related expenses via direct-entry processing in FFIS for all critical payments that cannot be processed when the crisis is over. All APB functions are completely devolved to USDA agencies and services that cannot be performed will be suspended until the crisis is over. |
| **Three-Deep in Charge of Function** | Ed Spears, Section Head, Travel and Transportation Section (504) 426-5255 (Office), (817) 542-2821 (Cell), edward.spears@usda.gov |
| | Linda Smith, Supervisor, (504) 426-5412 (Office), linda.smith@usda.gov |
| | Terre Duffy, Program Analyst, (504) 426-5259 (Office), terre.duffy@usda.gov |
| **One Outside of Primary Organization** | USDA Agencies in coordination with the Chief, Travel and Grants Policy Division |

**4. COD Plan for Maintaining Essential Functions** (continued)

| | |
|---|---|
| **Government Transportation System (GVTS) Payments**<br>*Responsible Organization:  Administrative Payments Branch (APB)* | |

The GVTS function includes:
1.  Accepting electronic statement (Electronic Data Systems) and hardcopy statement (Bank of America)
2.  Processing GVTS suspense
3.  Requesting agency documents
4.  Establishing and processing supplemental Invoices
5.  Account reconciliation

| | |
|---|---|
| **0 - 30% Loss** | Focus on mission critical services for processing administrative payment transactions. |
| | Response times outlined in service level agreements could be exceeded due to system availability issues and shortages in operational personnel. |
| **31 - 50% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be exceeded due to system availability issues and shortages in operational personnel. |
| | Efforts will be focused on clearing GVTS suspense in a timely manner.  Preparing and processing supplemental invoices function will be reduced.  Request that statements from Bank of America or current banking institution be sent electronically to ensure timely receipt and payment.  Staff to continue to focus on mission critical functions in 2 and 3.  Functions significantly impacted:  4 and 5.  Functions in item 1 are unchanged. |
| **51 - 75% Loss** | Focus on mission critical and mission essential services for processing administrative payment transactions, although at a much degraded level, and begin to redirect staff according to workload. |
| | Response times outlined in service level agreements will be greatly exceeded due to system availability issues and excessive shortages in operational personnel. |
| | Direct agencies to initiate an emergency payment process. Bank statements should be viewed electronically. Select agencies will be notified to establish direct-entry payments in FFIS in advance of others.  All other agencies' payments will continue to be processed by APB.  Requesting agency documents, establishing and processing of supplemental invoices, and post payment reconciliations will be suspended until the crisis is over.  Staff to continue to focus on mission critical functions 1 and 2. Functions discontinued:  3, 4, and 5. |
| **76 - 100% Loss** | Alert agency CFO's that APB will temporarily suspend all operations, and they should direct their staffs to pay transaction/invoices, etc. via direct-entry processing in FFIS for all critical payments that cannot be processed. All functions are completely devolved to USDA Agencies. |
| | Services that cannot be performed will be suspended until the crisis is over.  All processes suspended. |
| **Three-Deep in Charge of Function** | Rick Culotta, Supervisory Program Analyst, (504) 426-5233 (Office), (817) 542-2823 (Cell), rick.culotta@usda.gov |
| | Hariette Tolliver, Supervisor, GVTS Payment Processing, (504) 426-5410 (Office), hariette.tolliver@usda.gov |
| | Gayle Richardson, Program Analyst, (504) 426-5258 (office), gayle.richardson@usda.gov |
| **One Outside of Primary Organization** | USDA Agencies in coordination with the Chief, Travel and Grants Policy Division |

**4. COD Plan for Maintaining Essential Functions** (continued)

<table>
<tr><td colspan="2"><strong>Administrative Certification</strong><br><em>Responsible Organization:  IPAC Control Branch (ICB)</em></td></tr>
<tr><td colspan="2">The Administrative Certification function includes:<br>
1.   Processing automated disbursement cycle results as indicated in FFIS disbursement reports. The disbursement cycle also results in disbursement transmission files being automatically transmitted to the U.S. Department of the Treasury – Financial Management Service (Treasury-FMS).<br>
2.   Manual payments (both domestic and foreign)<br>
3.   Force Released, Stop Payments and Federal Express payments<br>
4.   Payment Allowability<br>
5.   Notice of Assignment<br>
6.   Tracking and distributing reconciliation notices<br>
7.   Re-processing travel payments<br>
8.   Payment and Claims Enhancement Reconciliation (PACER)/Treasury Offset Program (TOP) inquiries<br>
9.   Department of Labor claims<br>
10. Interest, value of funds, Treasury exchange rates<br>
11. Calculating interest and penalty payments<br>
12. Levy letters<br>
13. Recording recertification items in the general ledger</td></tr>
<tr><td><strong>0 - 30% Loss</strong></td><td>Focus on mission essential services for certifying payments.</td></tr>
<tr><td></td><td>Functions 12 and 13 discontinued.  Alert <strong>agencies</strong> and <strong>stakeholders</strong> of limited staff and resources.  Deadlines may need to be extended.</td></tr>
<tr><td><strong>31 - 50% Loss</strong></td><td>Previously agreed upon timeframes, as outlined in service level agreements, could be exceeded due to shortages in operational personnel.</td></tr>
<tr><td></td><td>Functions 8, 9, 10, and 11 discontinued.  Continue to focus on mission essential services for certifying payments.</td></tr>
<tr><td></td><td>Alert <strong>agencies</strong> and <strong>stakeholders</strong> of limited staff and resources.  Deadlines may need to be extended.</td></tr>
<tr><td><strong>51 - 75% Loss</strong></td><td>Payment certifications will be delayed.</td></tr>
<tr><td></td><td>Functions 4, 5, 6, and 7 discontinued.  Continue to focus on other mission essential services for certifying payments.</td></tr>
<tr><td></td><td>Alert customers that certain manual payment functions will need to be discontinued until crisis has passed. Alert <strong>agencies</strong> and <strong>stakeholders</strong> of degraded services and potential for full devolution if 76-100% loss of personnel is reached.</td></tr>
<tr><td><strong>76 - 100% Loss</strong></td><td>Function 1 transfers from Administrative Certification Staff to select agency certifying officers (CO); modified certification process enacted.  Functions 2 and 3 will be discontinued at this loss level until event is over.  All functions devolved to select <strong>USDA agencies</strong>.</td></tr>
<tr><td><strong>Three-Deep in Charge of Function</strong></td><td>Lloyd Davis, Section Head, Administrative Certification Section, IPAC Control Branch, (504) 426-5059 (Office), (817) 542-2840 (Cell), lloyd.davis@usda.gov</td></tr>
<tr><td></td><td>Susan Lauga, Treasury Certifying Officer, (504) 426-5049 (Office), susan.lauga@usda.gov</td></tr>
<tr><td></td><td>Sandi Williams, Treasury Certifying Officer, (504) 426-5035 (Office), sandi.williams@usda.gov</td></tr>
<tr><td><strong>One Outside of Primary Organization</strong></td><td>Select USDA Agency emergency CO(s)</td></tr>
</table>

**4. COD Plan for Maintaining Essential Functions** (continued)

| | |
|---|---|
| **Foundation Financial Information System (FFIS) Cycle Processing** *Responsible Organization: Accounting Processing Branch (ACPRB)* | |

The FFIS Cycle Processing function includes:
1. Update parameter libraries for nightly cycle and prepare run sheets
2. Submit cycle sheets through proper channels to IRMD Operations Branch
3. Functional Administrators (FA) monitoring cycle activity nightly on-call
4. Recommend solutions to encountered problems
5. Review agency application and cycle status for appropriate action notifications
6. Conduct daily planning meetings with Agency FA's
7. Ensure parameters are set for jobs needed to produce monthly and quarterly reports as scheduled
8. Sets parameters, schedule and monitor monthly close jobs
9. On an annual basis, provide support to supporting organizations within COD regarding scheduling and monitoring of preliminary annual close jobs.

| | |
|---|---|
| **0 - 30% Loss** | Continue to work on mission critical FFIS cycle process. |
| | Shift resources to accommodate other critical functions. |
| **31 - 50% Loss** | Previously agreed upon timeframes, as outlined in service level agreements, could be exceeded due to shortages in operational personnel. |
| | Seek assistance from **AMD** or **HR** officials on hiring flexibilities and alternatives for hiring contractors and/or temporary employees to assist until event has ended. |
| **51 - 75% Loss** | Alert agency FAs and ACFO-FS of degraded services and potential for full devolution if 76-100% loss of personnel is reached. |
| | Begin transfer of the cycle processing function from COD to ACFO-FS. |
| **76 - 100% Loss** | All functions identified in 1-9 devolved to ACFO-FS in coordination with agency FA's. Essential function transferred until crisis is over. |
| **Three-Deep in Charge of Function** | Darrell Kennedy, Head, Functional Administrators (FA) and Table Maintenance, (504) 426-5345 (Office), (817) 542-2808 (Cell), darrell.kennedy@usda.gov |
| | Cabrina Harrison, Lead FA, (504) 426-5361 (Office), (817) 542-2809 (Cell), cabrina.harrison@usda.gov |
| | Carlos Metaxas, FA, (504) 426-5388 (Office), (817) 542-2812 (Cell), carlos.metaxas@usda.gov |
| **One Outside of Primary Organization** | Associate Chief Financial Officer-Financial Systems (ACFO-FS) |

# 5. Agency Contingency Plan for Essential Functions

This section is intended to communicate to **agencies** and **stakeholders** critical operational information to facilitate the continuity of operations during a pandemic. **Agency** and **stakeholders** responsibilities are indicated in the shaded areas of the tables.

| Vendor Table Maintenance (VEND) | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for maintenance of VEND is continuing. COD will focus on mission critical services as dictated in service level agreements without anticipated delays. |
| | **Agency Vendor Coordinators** should ensure that an internal plan is in place to equip personnel with the appropriate skills, knowledge, and security access to make the necessary updates and changes in VEND for the continuation of critical vendor payments, should the need arise in later stages. Elevated potential of **agencies** performing VEND maintenance. **Agency FFIS Security Coordinators** should request access to FF00 from the **Associate Chief Financial Officer-Financial Systems (ACFO-FS)** and through the normal **agency** channels for related Top Secret access to the NFC mainframe to update VEND. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process for maintenance of VEND is continuing. |
| | **Agencies** should test their internal plan for verification of readiness to make updates to VEND. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments. Frequent communication with **OCFO Headquarters** and **agency CFOs** and **Agency Vendor Payments Pandemic Coordinators** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at cod.nfc.usda.gov. |
| | **Agencies** begin preparation to accept transfer of VEND maintenance function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments. Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will continue. COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results. COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return VEND maintenance to COD if/when appropriate. |

**5. Agency Contingency Plan for Essential Functions** (continued)

| Integrated Acquisition System (IAS) Payments | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for processing IAS payments is continuing.  COD will focus on mission critical services as dictated in service level agreements. Elevated potential of **agencies** performing administrative payment functions. |
| | **USDA Agencies** should initiate emergency payment process with limited direct-entry payments in IAS in the event that a pandemic results in the transfer of the performance of essential vendor payment functions from COD to **agencies**.  In addition, through coordinated efforts with COD, ensure a cadre of **agency** personnel are trained geographically and prepared to continue critical IAS payments during a pandemic. **Agencies** should monitor COD communications and coordinate efforts throughout a pandemic should the need arise to transfer the IAS function from COD to the **agencies**. **Agencies** should ensure that personnel are equipped with the appropriate skills, knowledge and security access to process IAS payments.  Elevated potential for **agency** to perform IAS functions. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process for IAS payments is continuing. |
| | **Agencies** should test their internal pandemic plan for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments.  Frequent communication with **OCFO Headquarters** and **agency CFOs** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at cod.nfc.usda.gov. |
| | **Agencies** begin preparation to accept transfer of IAS (under **OPPM** guidance), if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments.  Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will continue.  COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results.  COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return IAS payment function to COD if/when appropriate. |

**5. Agency Contingency Plan for Essential Functions** (continued)

| Telephone and Utility Vendors Systems (TELE/UTVN) Payments | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for processing TELE/UTVN payments is continuing. COD will focus on mission critical services as dictated in service level agreements without anticipated delays. |
| | **Agencies** should ensure they have an internal plan to alert vendors that the payment process may be modified for billing purposes and that internal **agency** personnel are equipped with the appropriate skills, knowledge, and security access to process payments via alternate methods (i.e., use of direct-entry processing in FFIS and/or credit cards). The **NFC Reporting Center** can be used to obtain a listing of service providers for both TELE/UTVN payments. Every effort is being made within the USDA to eliminate the routing of paper invoices to New Orleans. Elevated potential of **agencies** performing administrative payment functions. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process for TELE/UTVN is continuing. |
| | **Agencies** should test their internal plans for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments. Frequent communication with **OCFO Headquarters** and **agency CFOs** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at *cod.nfc.usda.gov*. |
| | **Agencies** begin preparation to accept transfer of TELE/UTVN payment function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments. Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will continue. COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. When warranted, **agencies** should view invoices electronically. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results. COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return function to COD if/when appropriate. |

**5. Agency Contingency Plan for Essential Functions** (continued)

| Travel System (TRVL) Payments | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for TRVL-related payments is continuing. COD will focus on mission critical services as dictated in service level agreements without anticipated delays. |
| | **Agencies** should ensure that an internal plan is in place that equips personnel with the appropriate skills, knowledge, and security access to handle manual hard copies (if appropriate) of travel authorizations and voucher payments, including required system access levels to make direct-entry payments in FFIS, should the need arise in later stages. Elevated potential of **agencies** performing administrative payment functions for pressing payments. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal TRVL process is continuing. |
| | **Agencies** should test their internal plan for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments.  Frequent communication with **OCFO Headquarters**, **agency CFOs**, and **Travel Policy User Group (T-PUG) representatives** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at cod.nfc.usda.gov. |
| | **Agencies** begin preparation to accept transfer of TRVL payment function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments. Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will continue.  COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results.  COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return function to COD if/when appropriate. |

**5. Agency Contingency Plan for Essential Functions** (continued)

| Government Transportation System (GVTS) Payments | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for GVTS payments is continuing. COD will focus on mission critical services as dictated in service level agreements without anticipated delays. |
| | **Agencies** should ensure they have an internal plan to alert Bank of America or current banking institution and other **stakeholders** that the payment process for centrally billed accounts may be modified and that personnel are equipped with the appropriate skills, knowledge, and security access to process payments via alternative methods (i.e., use of direct-entry processing in FFIS). Elevated potential of **agencies** performing administrative payment functions. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process for GVTS payments is continuing. |
| | **Agencies** should test their internal plans for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments.  Frequent communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at *cod.nfc.usda.gov*. |
| | **Agencies** begin preparation to accept transfer of GVTS payment function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments. Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters** and **agency CFOs** will continue.  COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. When warranted, **agencies** should view invoices electronically. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results.  COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return function to COD if/when appropriate. |

**5. Agency Contingency Plan for Essential Functions** (continued)

| Administrative Certification | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for certifying payments is continuing.<br>COD will continue to focus on mission critical services as dictated in service level agreements without anticipated delays.   COD will establish a memorandum of understanding with select **agencies** to assume responsibilities for automated disbursement certification processes during pandemic events. |
| | Select **agencies** should ensure that an internal plan is in place to ensure coordination and receipt of production FFIS disbursement reports.  **Agencies** should work closely with COD for the continuation of critical vendor payments during a pandemic and should monitor communications and coordinate with COD on payment certification procedures. Select **agencies** should ensure that **agency** Certifying Officers (CO) and Data Entry Operators (DEO) are available and are equipped with the appropriate skills, knowledge and security access. Coordination in advance with COD and **Treasury-FMS** will ensure continuation of critical automated payment certification payments should the need arise in later stages. Elevated potential for select **agencies** to perform certification functions as prescribed by USDA policy with the guidance of **Treasury-FMS**. (See note below.) |
| **Pandemic Stage 3**<br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process for certifying payments is continuing. |
| | **Agencies** should test their internal plan for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments.  Frequent communication with **OCFO Headquarters** and both **agency CFOs** and those **select agency representatives** delegated by COD to process automated disbursement payments on behalf of the department**,** and **Treasury-FMS** will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at cod.nfc.usda.gov. |
| | Select **agencies** begin preparation to accept transfer of the automated administrative certification function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | COD will implement the Human Pandemic Continuity of Operations Plan for Vendor Payments. Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters**, **agency CFOs**, and those **select agency representatives** delegated by COD and **Treasury-FMS** will continue.  COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to the **agencies**. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results.  COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **Agencies** should coordinate efforts to transfer/return function to COD if/when appropriate. |

**NOTE**: The disbursement cycle results in files being automatically transmitted to Treasury-FMS.  For these transactions to be certified, emergency **agency** CO's and DEO's would secure the appropriate security access to mainframe applications, which contain disbursement data.  In some cases, CO's may be certifying as many as four schedules for each **agency**.

**5. Agency Contingency Plan for Essential Functions** (continued)

| Foundation Financial Information (FFIS) Cycle Processing | |
|---|---|
| **Pandemic Stage 0/1/2**<br><br>**Human Pandemic Alert Period** | The normal process for maintenance of FFIS Cycle Processing is underway. COD will continue to focus on mission critical services as dictated in service level agreements without anticipated delays. |
| | **Agency** should ensure that an internal plan is in place to coordinate efforts with the **Associate Chief Financial Officer – Financial Services (ACFO-FS)**, should the need arise in later stages to transfer this function to **ACFO-FS**. Elevated potential of **ACFO-FS** performing FFIS cycle processing and coordinated with each **agency** functional administrator. |
| **Pandemic Stage 3**<br><br>**Widespread Human Outbreaks in Multiple Locations Overseas** | The normal process of FFIS cycles is continuing. |
| | **Agencies** should test their internal plan for verification of readiness. |
| **Pandemic Stage 4**<br><br>**First Human Case in North America** | COD will activate the Human Pandemic Continuity of Operations Plan for Vendor Payments. Frequent communication with **OCFO Headquarters**, **agency CFOs**, **ACFO-FS**, and COD will be initiated to provide information regarding the pandemic's impact on essential functions. **Agencies** will be provided alerts via COD's Web site at *cod.nfc.usda.gov*. |
| | **ACFO-FS** will begin preparation to accept transfer of cycle processing function if/when appropriate. |
| **Pandemic Stage 5**<br><br>**Spread Throughout the United States** | Daily communications on impact to operations and employee absenteeism with **OCFO Headquarters**, **agency CFOs**, and **Treasury-FMS** will continue. COD will begin to verify reconstitution capabilities during this stage and report on results. |
| | **Agencies** should closely monitor COD's daily alerts/communication regarding the performance of essential services and degradation and/or discontinuance of service levels. Essential function could ultimately be transferred from COD to **ACFO-FS**. |
| **Pandemic Stage 6**<br><br>**Recovery and Preparation for Subsequent Waves** | COD will evaluate capabilities to resume services at this stage and make preparations as determined by results. COD officials will execute a viable reconstitution plan to resume normal operations. |
| | **ACFO-FS** should coordinate with COD efforts to transfer/return function to COD if/when appropriate. |

# 6. Personnel Security Considerations

This section contains a procedural checklist for Agency Security Administrators to effectively establish and implement "pandemic-use only" access to the system data required for critical processing during pandemic events.

The agency is responsible for ensuring that these positions are staffed at an adequate level and with the proper skills to carry out the duties defined for the FFIS Security Administrator.

The Agency Security Administrator is responsible for managing security access controls to the FFIS agency application and the FFIS Data Warehouse. In addition, the Agency Security Administrator is responsible for implementing and adhering to the controls inherent in the FFIS Standard Security Models. These models are provided to ensure that internal controls and separation of duties are achieved within the daily functions of the financial management community with respect to executing their FFIS duties. The major responsibilities of the Agency Security Administrator are:

- ➢ Ensure that authorized personnel are granted access to the FFIS Agency Application to perform their financial and technical duties;

- ➢ Assign FFIS Standard Security Models;

- ➢ Update the Agency FFIS STAB table for new users or to make changes to profiles;

- ➢ Ensure deletion of User IDs from the STAB table when personnel are reassigned to non-FFIS positions or when personnel leave the agency;

- ➢ Maintain the FFIS STAB table and USID table for the agency;

- ➢ Ensure that separation of duties is maintained within the application;

- ➢ Ensure that users request access through written documentation;

- ➢ Authorize or reject requested security model changes in accordance with the FFIS Standard Security Models;

- ➢ Ensure compliance with the FFIS Standard Security Models developed by **ACFO-FS**;

- ➢ Perform quarterly reviews of user access in accordance with Chapter 5;

- ➢ Develop agency User IDs that can be tracked organizationally for monitoring purposes;

- ➢ Track changes to security profiles and alert management to trends;

- ➢ Review the User ID reports from FFIS as a part of the quarterly review process;

➢ Distribute FFIS Agency Application security reports to the appropriate financial managers for review;

➢ Document and report all security incidents;

➢ Maintain security incidents documentation and corrective actions taken;

➢ Maintain FFIS Data Warehouse User IDs and Passwords; and

➢ Remove "pandemic-use only" access at the resumption of normal operations.

Each agency should coordinate efforts with agency officials and the COD Security Coordinator to:

➢ Identify pre-established security profiles necessary for an available cadre of trained agency personnel capable of performing the functions being transferred to the agencies.

➢ Conduct quarterly testing, training and exercise (TT&E) of agency pandemic plans. TT&E are essential to demonstrating, assessing, and improving the ability of agencies to execute their pandemic plans. Training is the principle means by which personnel achieve proficiency for the performance of assigned duties.

➢ The TT&E in pandemic planning should include robust testing of cross-trained employees regarding their ability to perform all critical functions identified for continuation during a pandemic or other emergency event.

➢ Isolate related mainframe access for the establishment of system usage. Critical access to mainframe applications will be critical to the success of performing the function.

➢ Through coordinated efforts with NFC/Information Systems Policy and Control Staff/Information Systems Security Office (ISSO), agencies and the COD Security Coordinator should:

  o Isolate related mainframe access for the establishment of system usage. Emergency access to mainframe applications will be critical to the success of performing the function.

  o Create "look like" user ID's when the name and user ID to be copied is provided.

  o Grant broad agency-wide access.

  o Ensure all requests for the agency experiencing the pandemic emergency are expedited.

# *7. Recovery/Reconstitution Considerations*

### 7.1 Overview

This section contains a procedural checklist for management to utilize identifying the responsible staff and tasks required for the restoration/reconstitution of essential vendor payment functions following a pandemic event. Recovery/reconstitution considerations are appropriate for full recovery situations or in situations where the recovery transitions back into an active pandemic wave. Each primary manager and alternate should be thoroughly familiar with this information in order to evaluate capabilities to resume normal operations.

It is important to keep in mind that an influenza pandemic will likely come in waves. Therefore, Stage 5 responses could remain in effect even as Stage 6 activities are underway.

### 7.2 COD Director's Staff

COD's Director and Associate Director(s) are responsible for reporting to **OCFO** on efforts to resume normal operations at the point at which normal business operations become possible.

### 7.3 COD Branch Chiefs

COD Branch Chiefs are responsible for notifying branch personnel when normal business recovery/reconstitution can occur. Branch chiefs or designees should:

- **Account for All Personnel** - Managers must account for all employees who are on duty (either on-site or via telecommuting) or ill. All employees must be notified when normal operations can resume. Steps to replace personnel lost during a pandemic should be initiated and additional training should be provided where necessary to ensure the proficiency of personnel to perform essential functions.
- **Coordinate Contractor Availability** - Organizations should coordinate with contractors that provide essential functions to ensure continuous availability of assistance (if applicable). If the contractor will be serving multiple clients, coordinate with the contractor to set priorities for assistance.
- **Communicate with Workforce** - Ensure that the ability to communicate exists within your organization, the agency's workforce, contractors, partners in program delivery (**Treasury-FMS**), and **stakeholders** as appropriate.
- **Work with COOP Coordinator on Facilities and Services** - Ensure that buildings, telecommunications, transportation, food services, water supply, hygienic supplies, and other infrastructure needed to support the workforce will be available during the reconstitution period.

- **Verify Security** - Ensure that special security measures are taken to address vulnerabilities created by the pandemic event, particularly, the vulnerabilities of systems to malicious intrusion during the reconstitution period.
- **Assess Essential Function** - An assessment on the essential functions should be conducted to adjust COD's Human Pandemic COOP for Vendor Payments as it relates to OMB Circular A-123, Management's Responsibility for Internal Control, based on knowledge gained, lessons learned, and changes to function.
- **Analyze Telework Capability** - Gather information from managers and employees who participated in telework to determine continued appropriateness and additional resource requirements for future needs.
- **Update Delegations of Authority** - Update delegations of authority and orders of succession as needed.

# Appendices

# A. HUMAN PANDEMIC PLANNING GUIDANCE FOR COD MANAGERS AND COORDINATORS

## Overview

This planning guidance has been prepared for COD managers and coordinators to help address work force issues associated with the planning for a human pandemic and mitigation of the effects on employees and the performance of essential functions.

Also included are sections to assist COD managers' planning and assessment process, as described below.

- **Section 1**: Human Pandemic Employee Expectation Statement, provides guidance for ensuring that employees are aware of the essential designation of their position as it relates to pandemic periods and job performance expectations in the event of a pandemic.

- **Section 2**: Telework Capability Questionnaire, provides questions to determine the current telework capability of critical employees and to prepare them for teleworking.

- **Section 3**: Workstation Requirements, provides a list of COD workstation requirements by branch and function.

- **Section 4**: Personnel Tracking, provides guidance/samples in the development of specific tracking issues that managers should address in preparation for an influenza human pandemic.

## Roles and Responsibilities

### COD Managers

COD managers should work with **AMD** and **HR** staff to fulfill the following roles and responsibilities:

- Identify essential functions that must continue to be performed to support Department/**Agency** identified mission essential services during a human pandemic. Note that these functions may vary by time of year.

- Identify and designate primary and alternate personnel critical to support Department/**Agency** mission essential services during a human pandemic. These designations should be "three deep."

- Inform critical personnel in writing that they could be requested to work during periods when non-essential personnel are not working in order to perform essential functions either from their normal work location or from an alternate work location via telework. Attach this documentation to their telework agreement. (Sample included in Plan.)

- Ensure critical personnel have the capability to telework from their home or an alternate work place. COD managers should complete the "Telework Capability Questionnaire" for each "essential function" and determine which positions are capable of performing work outside of an office setting.

- Follow-through with procedures to implement a streamlined security access process to be employed during a pandemic period, with alternatives, through coordinated efforts with **agency** FFIS Security Administrators and **ISSO** for critical functions.
- Create and maintain a notification roster with the names/phone numbers (office, home, cell, Blackberry, pager, etc.) of critical personnel and their alternates. Test the call notification procedures at least monthly.
- Create a similar notification roster of non-critical personnel so that they can be contacted during the course of a human pandemic and apprised of the latest information as it relates to their health, work status, and resumption of normal operations, as well as advising them whether to report for work or remain at home.
- Plan to account for all employees, determine their work status and to relay information regarding status of the workplace. See Section 3, "Personnel Tracking."
- Designate backup Time and Attendance (T&A) personnel and ensure that both primary and backup personnel have the capability to process T&A's from an alternate work location.
- Conduct exercises simulating a human pandemic influenza in your area. Include critical personnel, local health authorities, local service providers, and contract personnel in these exercises.
- Ensure that **HRMS** communicates the Human Pandemic Continuity of Operations Plan for Vendor Payments to **local union officials**.
- Arrange to provide employee benefits counseling and processing without direct contact between the employees and the benefits counselors (e.g., e-mail, phone, etc.).
- Focus on positive reinforcement of roles among your employees as the approach to ensuring that critical personnel report to worksite.
- Establish time intervals and means by which employees are expected to contact supervisors during any closure situation.
- Inform employees that in the event of a human pandemic of short duration, they might be instructed not to report to work.
- Work closely with your servicing **HR** representative to develop solutions for unique or complicated situations affecting employee attendance.
- Encourage employees to familiarize themselves with governmentwide and local preparations for and mitigation of human pandemic influenza (www.human pandemicflu.gov), USDA-specific employee information (www.usda.gov/oo/beprepared), and the information that is available in "A Federal Employee's Emergency Guide," at the Office of Personnel Management (OPM) Web site (www.opm.gov).
- Advise employees of support services available through **agency** Employee Assistance Programs.

**COD Coordinators**

COD coordinators must:

- Continue final arrangements to enable implementation of plans developed in Stages 0-2.
- Update personnel on the status of the human pandemic. Note that the USDA Web site ([www.usda.gov/oo/beprepared](http://www.usda.gov/oo/beprepared)) will have daily updates on the spread of the influenza and guidance from USDA Headquarters.
- Communicate with local health authorities to determine if it will be appropriate to work at normal worksites or at an alternate worksite if a human pandemic continues.
- Follow dismissal or closure procedures as recommended by local health authorities or as announced by the **agency**, USDA, or OPM.  In metropolitan areas, coordinate with local Federal Executive Boards.
- Prepare to take prudent actions should unexpected circumstances occur during the course of responding to a human pandemic in order to carry out essential functions. At some reasonable point in time after the action is taken, provide **HR** notice to meet with **local union officials** on any bargaining obligation post-implementation.
- Develop and maintain list of lessons learned from actions taken in this and previous stages for evaluation when discussing preparations for the next wave.
- Assess any injury/illness to employees (and customers), and damage to facilities.
- Begin documenting the effects of the human pandemic and actions taken; secure all properties and records.
- In the absence of higher-level guidance, the Field Facility Manager is authorized to initiate reasonable and prudent responses necessary to continue operations at his/her facility.
- Commence hiring actions to backfill personnel lost in a human pandemic.
- Conduct training as required.  Review efficacy of plans and adjust as required to prepare for the next wave.
- Work with **AMD** and/or **HR** coordinators to:

  - Disseminate information to employees about local human pandemic preparedness and response plans and procedures—including deviations as necessary from normal operating procedures.

  - Institute flexible work hours, shifts, and telework as appropriate to maximize social distancing and decrease the potential to spread the virus.  Requirement for telework agreements is waived at this stage for newly designated teleworkers.

  - Grant administrative leave for sick employees as required.  Authority for extended administrative leave may be granted depending on the severity/duration of the human pandemic.

  - Fill critical needs in accordance with hiring plan.  Keep higher-level organization informed of inabilities to keep facility open or accomplish essential functions.

  - New hires (those holding low risk, non-sensitive positions) may commence work without a background check. However, you will need to request a National Agency Check and Inquiry (NACI) no later than 14 calendar days after appointment.

- Consider one or more of the following to fill critical staffing needs:
    - Excepted appointments
    - Reemploying Annuitant
    - Reemploying Buyout Recipients
    - Existing Direct-Hire Authority for certain permanent positions
    - Direct-Hire Authority
    - Contracting with a temporary employment firm
    - Contract with former employees via personal services contracts
    - Competitive service appointments of 120 days or less
- Consider one or more of the following pay options when necessary to continue essential functions and services:
    - Overtime pay
    - Lifting the bi-weekly premium pay limitation

## Section 1. HUMAN PANDEMIC EMPLOYEE EXPECTATION STATEMENT

Managers and supervisors have the responsibility for ensuring that employees are aware of the essential nature of their work during a pandemic, as well as COD's expectations of the employee as it relates to job performance. The following form should be discussed with essential employees and signed to confirm that employees have been notified of the potential impact of a pandemic.

**Human Pandemic Employee Expectation Statement**

Agencies should identify emergency/essential employees who are critical to agency operations in dismissal or closure situations. Each agency has the discretion to identify and designate those employees that it judges to be necessary to continue agency operations in any given emergency situation. There are not standard definitions or categories in this regard, and agencies are free to make such determinations based on the agency's unique mission requirements and/or circumstances. The designation of emergency may vary according to the particular nature of an exigency. Such designations should be part of an agency's emergency response/continuity of operations plans and should be communicated in advance to essential employees, so that they can be prepared to support and sustain agency operations.

In November 2005, the President released the National Strategy for Pandemic Influenza, a national approach for addressing the threat of a pandemic influenza. The Strategy directs agencies across the U.S. Government to develop preparedness and response plans that take into account the potential impact of a pandemic on the Federal workforce. The Human Pandemic Continuity of Operations Plan (COOP) must be capable of sustaining operations until normal business activity can be reconstituted and ensures essential services can be provided if employee absenteeism becomes an issue. To successfully achieve this objective, COD management has identified essential employees that will be needed to sustain mission critical vendor payment operations from remote locations (e.g. home) and those that need to be performed at a designated department or agency facility. You have been designated as one of COD's essential employees. This designation does not constitute a change in the employees working conditions and will be acted upon by management only in the event of a human pandemic threat. Employees may be asked to participate in off-site test, training and exercises. These tests are essential to demonstrating, assessing and improving COD's Plan. Employees designated for this purpose may be requested to work during periods when non-essential personnel are not working either from their normal work location or from an alternate work location via telework. A separate agreement will be provided to those employees who occupy positions which are capable of performing telework.

**Staff/Branch Name:**

**Designated Position: Title, Series and Grade:**

**Employee Name:**

*I have discussed the need to identify specific positions as "Essential to the Human Pandemic Continuity of Operations (COOP) Plan" for the Controller Operations Division (COD)" with the employee.*


Supervisor Signature/Date


Employee Signature/Date

## Section 2.  TELEWORK CAPABILITY QUESTIONNAIRE

*(NOTE: This information is for guidance and informational purposes only.*
*Branch chiefs are responsible for determining specific branch needs.)*

Managers and supervisors have the authority to permit employees to telework in an emergency situation even if no formal agreement is in place.  However, all employees should be asked the following questions to determine their current telework capability and to prepare critical employees for teleworking:

- Do you currently telework (either regularly or occasionally)?
- Do you currently have a telework agreement in place?
- Are you designated a Mission Critical/Emergency employee?
- Do you have a personal computer at home?
- Do you have a Government-issued computer at home?
- Do you have a Government-issued computer with broadband access that could be used at home?
- Have you been issued a government Blackberry or other wireless e-mail device?
- Do you have Internet access at home (Digital Subscriber Line (DSL), satellite or cable)?
- Are you currently able to access your official e-mail from home?
- If you currently telework from home, do you use the computer to access sensitive data?
- If you telework, have you completed the computer security training required by USDA policies?
- Do you currently telework from an equipped telework center?
- What equipment would you need to continue working from your home during a human influenza pandemic, e.g. laptop, fax, printer, phone card, Internet provider, etc.?

**Telework Agreement**

| Employee's Name | Date of Request |
|---|---|
| | / / |

| Employee's First Line Supervisor |
|---|
| |

| Employee's Organization |
|---|
| |

| Proposed Start Date | Projected No of Days at Alternate Worksite | Choose Worksite: |
|---|---|---|
| / / | | ☐ Telecenter<br>☐ Home |

| Address of Alternate Worksite: | Phone # of Alternate Worksite | Fax # of Alternate Worksite |
|---|---|---|
| | **Choose Days in Office:**<br>☐ **Monday**<br>☐ **Tuesday**<br>☐ **Wednesday**<br>☐ **Thursday**<br>☐ **Friday**<br>☐ **Not known at present time (will be based on COOP event)** | **E-mail of Alternate worksite** |

| Work assignment/essential function which necessitates agreement, communications methods, and work reporting: |
|---|
| I understand that if approved this agreement is subject to all agency guidelines, rules and regulations. Furthermore, I understand that I may be required to work during periods when non-essential personnel are not working in order to perform essential functions either from my normal work location or from an alternate work location via telework.<br><br>_____     _____<br>Employee Signature                                   Date |

| ☐ Approved<br>☐ Disapproved | Reason not approved (attach additional sheet if needed) |
|---|---|
| _____<br>**Supervisor's Signature** | _____<br>**Date** |

| Request to Terminate Agreement | |
|---|---|
| **Name of individual requesting termination of agreement:**<br>**Choose One:**<br>☐ **Supervisor**        ☐ **Teleworker** | **Reason for termination of agreement – attach additional sheet if necessary.** |
| **Effective Date of Termination:** / / | **Date of Return of Equipment:** / / |

**Section 3. WORKSTATION REQUIREMENTS**

This appendix provides a list of COD workstation requirements for the following critical functions, by branch:

- Accounting Processing Branch
  - Vendor Table Maintenance
  - Foundation Financial Information System (FFIS) Cycle Processing
- Administrative Payments Branch
  - Integrated Acquisition System (IAS)
  - Telephone/Utilities (TELE/UTVN)
  - Travel Payments (TRVL)
  - Government Transportation System (GVTS)
- IPAC Control Branch
  - Administrative Certification

**Accounting Processing Branch**

| Software/Application | Data Resides | Interfaces/Integrates With |
|---|---|---|
| Foundation Financial Information System (FFIS) | NFC Mainframe | Feeder Systems |
| Financial Data Warehouse (FDW) | NITC – Kansas City | FFIS |
| Miscellaneous Income System (MINC) | NFC Mainframe | FFIS, Feeder Systems |
| Purchase Card Management System (PCMS) | NITC – Kansas City | FFIS, MINC |
| Help Expert Automation Tool (HEAT) | Software | |
| Vendor Reference Table (VEND) | NFC Mainframe | FFIS/Central Contractor Database |
| Payment Accounting Claims Enhanced Reconciliation – PACER | Web Based | |
| 1099 Express Software | Software | IRS |
| BRIO Explorer | Software | FDW |
| CTMS-Control-D/V User Reports | NFC Mainframe | |
| Control-M | Software | FFIS |
| Microsoft Office Suite | Software | |
| M: Drive | CITRIX | |

**Administrative Payments Branch**

| Software/Application | Data Resides | Interfaces/Integrates With |
|---|---|---|
| Purchase Card Management System (PCMS) | NITC Kansas City | FFIS |
| Crystal Reporting for PCMS | Software | PCMS |
| Integrated Acquisition System (IAS) | Web Based | FFIS |
| Travel (TRVL) | NFC Mainframe | FFIS, Payroll |
| Telephone System (TELE) | NFC Mainframe | FFIS, TUMS, Keyfast |
| Government Tracking System (GVTS) | NFC Mainframe | FFIS, Payroll, TRVL |
| Utility Vendors – UTVN | NFC Mainframe | FFIS, TUMS, Keyfast |
| Foundation Financial Information System (FFIS) | NFC Mainframe | Feeder Systems |
| Document Tracking System (DOTS) | NFC Mainframe | |
| Miscellaneous Payment System (MISC) | NFC Mainframe | FFIS |
| BOA EAGLS | Web Based | |
| Payment Accounting Claims Enhanced Reconciliation – PACER | Web Based | Treasury – FMS (APB queries only) |
| Treasury Offset Program (TOP) | Web Based | Treasury – FMS (APB queries only) |
| BRIO | Software | FDW |
| Microsoft Office Suite | Software | |
| Limited telephone capabilities needed for the Deaf (TDD) -Telecommunications for the Deaf) | Other | |
| M: Drive | CITRIX | |

**IPAC Control Branch**

| Software/Application | Data Resides | Interfaces/Integrates With |
|---|---|---|
| CTMS-Control-D/V User Reports | NFC Mainframe | |
| Payment Accounting Claims Enhanced Reconciliation - PACER - | Web Based | |
| Treasury Offset Program (TOP) | Web Based | |
| Treasury Secure Payment System (SPS) | Web Based | |
| Foundation Financial Information System (FFIS) | NFC Mainframe | Feeder Systems |
| Document Tracking System (DOTS) | NFC Mainframe | |
| OPAC Tracking & Reconciliation (OTRS) | NFC Mainframe | |
| Forced Release Accounting System (FREL) | NFC Mainframe | Payroll System |
| Federal Assistance Award Data System (FADS) | NFC Mainframe | |
| SAS | NFC Mainframe | CAS, OTRS, IPAC |
| Correction Adjustment Payment System (CAPS) | NFC Mainframe | |
| Standard Chart Accounts Adjustment (SCAD) | NFC Mainframe | |
| BRIO | Software | FDW |
| Microsoft Office Suite | Software | |
| Microsoft Explorer | Web Based | |
| M: Drive | CITRIX | |

**Section 4.  PERSONNEL TRACKING**

Through the efforts of the Deputy Assistant Secretary for Administration, a select population of USDA employees and managers has participated in an important pilot, referred to as "AgWorks".  This system has been tested and designed as an employee accountability system, and is one of the many preemptive actions the Department is taking to ensure employee safety and continuity of business in the event of a Human Pandemic or other disaster.  Until steps are taken to implement a system such as AGWORKS, Managers and supervisors should take steps to ensure they can account for their employees during all seven stages of a human pandemic.  Gather as much contact information for your employees as possible (e.g. office, home, cell, pager, email, etc.). Be sure your next higher level of management also has this information.

- Notify employees to keep contact information (supervisor's work and home phone numbers) in a prominent place where family members can find it in order to report employee illness.
- Supervisors should initiate a follow up for any unscheduled employee absence.
- Supervisors should follow up with sick employees at least weekly to ensure they are receiving proper medical care.
- If supervisors become ill, employee tracking becomes the responsibility of the next higher level of management.
- Managers should maintain a running count of employees who are at home either caring for family members or who are ill themselves.  This information should be passed to higher organizational levels at least weekly or as requested.

**Personnel Tracking Questionnaire**

| Employee Name | Essential to Human Pandemic | Date of Initial Contact | Notify Employee to Provide Supervisor Contact Information to Family Members | Date of Follow-up Contact | Overall Physical Health of Employee and Family Members | Date of Follow-up Contact | Overall Physical Health of Employee and Family Members |
|---|---|---|---|---|---|---|---|
| Jackson, Donald | No | 12/10/06 | √ | 12/17/06 | Good | 12/23/06 | Good |
| Raymond, Ellie | No | 12/10/06 | √ | 12/17/06 | Employee complains of Flu-like symptoms | 12/24/06 | Employee under medical supervision |
| Benson, Carl | Yes | 12/10/06 | √ | 12/17/06 | Family members ill | 12/24/06 | Several family members under medical supervision |
| | | | | | | | |
| | | | | | | | |

**NOTE:**  The above table is an example of an employee tracking chart that can be used to track employee health and other information.

# B. USDA FACILITIES MANAGERS

## 1. PURPOSE

This appendix has been prepared for facility managers and their staffs to help address facility issues associated with the planning for a human pandemic and mitigation of the effects on USDA employees and other occupants of facilities, whether USDA-owned, or USDA-leased and privately managed. Each facility manager should closely coordinate with the COD Human Pandemic Influenza Coordinator. Additionally, procedures for the facility manager may vary depending on whether the facility is USDA-owned, or USDA-leased and privately managed. A USDA facility manager may be a mission area or staff office program manager, who has the same responsibility to mitigate the effects of a human pandemic on occupants of USDA facilities, including privately controlled space.

Social distancing is a key principle in operational planning for a human pandemic. The human resource is critical to the continuity of essential functions and services, but it is also the most vulnerable to a human pandemic. Social distancing involves infection control measures that reduce the duration, frequency, or intimacy of social contacts to limit the transmission of influenza. Each facility manager should include social distancing strategies while managing each respective facility. For example, social distancing may include increased use of telework, placing employees on shifts, use of face masks, closing offices or buildings, and canceling of large gatherings. Social distancing strategies have been incorporated into the following set of checklists.

## 2. PLANNING CONSIDERATIONS (Outlined in Stages)

### STAGES 0/1/2: Human Pandemic Alert Period - Planning and Readiness

Facilities managers should do the following steps:
- Identify your Local Human Pandemic Coordinator(s), as designated by occupant USDA mission area or staff office.
- Establish a Facility Pandemic Planning Coordination Team, led by the facility manager, responsible for developing a facility operating plan. The facility plan is a sub-set to the local operations plans developed by the Local Human Pandemic Coordinator. Include the following, as applicable to your situation (facility manager or program manager in privately owned space):
  - Local Human Pandemic Coordinator
  - Local/community health and safety representatives (e.g., emergency management, public health, fire, and police)
  - USDA occupant emergency program representative(s) (if you are not the program manager)
  - Landlord representative/property management
  - Police/Security staff (if not furnished by landlord)
  - Safety/Occupational staff (if not furnished by landlord)

- Housekeeping staff (if not furnished by landlord)
- Receptionists/clerks/telephone operators staff
- Other support staff, as necessary
- Review lessons learned if captured during past participation in emergency responses and the experiences of your local staff from other major emergencies and disasters, such as Hurricane Katrina.
- Identify facility functions or services that are vulnerable to disruption by high absenteeism. Include special use areas of the facility, if applicable:
  - Day care center
  - Fitness center
  - Cafeteria and other food services
  - Health unit
  - Prioritize the vulnerabilities and develop contingency strategies accordingly, to mitigate impact of absenteeism running as high as 40 percent.
- Review logistical support to keep buildings and facilities open:
  - If your facility is a complex of buildings, determine whether functions and services can be transferred between buildings to provide greater separation of personnel and/or consolidation of equipment and supplies for more efficient managing and securing of assets (e.g., IT servers).
  - Identify necessary support staff to maintain the facility.
  - Locate current, online (to ensure it remains current) local health guidance for the operation of facilities and the safety of employees.
  - Prioritize sanitation/custodial services and supplies (cleaning agents, disinfectants, etc.); assume that all services (e.g., custodial) will have the same peak 40-percent absenteeism rate.
  - Determine which facilities functions and services are critical and must be done. Determine which functions and services can be put aside. Don't forget emergency response and statutorily required program functions.
  - Heating, ventilating, and air conditioning (HVAC) systems should not require any special handling, since HVAC systems have not been shown to promote the spread of virus organisms.
- Identify special equipment and supplies (e.g., masks, antiseptic solutions, hand gel sanitizer, gloves).
  - Determine alternate source(s) for critical supplies (assume suppliers are unable to provide supplies during a human pandemic).
  - Revise inventories, as necessary, to maintain a 3-month stock of essential supplies, including: soap, paper towels, toiletries, hygiene items, antiseptic wipes, cleaners (alcohol-based, since anti-bacterial-based are not effective against viruses).
  - Establish protocols for sanitizing work areas.

- Evaluate the practicality of setting up hand wash/sanitizing stations at all entrances to the facility and food service areas.
- Plan security measures to protect the integrity and safety of structures, employees, visitors, equipment, and supplies.
- Identify and plan for maintenance of vital systems that rely on periodic physical intervention/servicing (e.g., HVAC systems, elevators, plumbing, security systems, etc.).
- At the direction of the Local Human Pandemic Coordinator, implement social distancing guidance.
  - Educate employees and visitors in social distancing (don't shake hands, keep your distance; don't share cell phones, office phones, pens, etc.).
  - Plan for telework and shift work for facility staff.
  - Start education of staff in social distancing practices.
  - Consult http://www.pandemicflu.gov/ for useful information on Pandemic Influenza and http://www.usda.gov/oo/beprepared/ for USDA employee information, including Pandemic Influenza.
- Develop a listing (include name, address, phone and fax numbers) of emergency services and share with your Local Human Pandemic Coordinator. Include:
  - Police Department (local/neighboring cities)
  - Sheriff's Department (local/neighboring counties)
  - Fire Department (local/regional)
  - Paramedic/Rescue Squads (city/county)
  - Air Ambulance (local/regional)
  - Hospitals (local/regional/veterans)
  - Urgent Care Facilities
  - American Red Cross (city/county/state locations)
  - Community Centers (city/county)
  - National Guard Center
  - Medical Emergency Information Hotline
  - Offices of Emergency Services (city/county/state)
  - Security Services (alarm and guard companies)
  - Transportation Services (airport/taxi/car rental/armored car services)
  - City/County Offices (administration/unions/building inspector/hazardous materials/health department/health and safety inspector/mental health/public information and works/schools/transportation)
  - Federal Offices (USDA Operations Center and partners, and as applicable: Federal Bureau of Investigation, Centers for Disease Control and Prevention hotline, Local Human Pandemic Coordinator, and Mission Area Human Pandemic Action Officer)
  - Utilities (electric, gas, oil, sanitation, sewer, telephone, water)

- Contractors and vendors (e.g., building and reconstruction, electrical, gas, grounds keeping, facilities, custodial, plumbing, locksmith, safe/office supplies, and forms)

**STAGE 3: Widespread Outbreaks in Multiple Locations Overseas – Human Pandemic Period**

There is no way to forecast where the human pandemic will originate. If the first widespread cases of human-to-human transmission occur in the United States, this stage will be by-passed and any actions will be have to be performed as rapidly as possible in stage 4 or 5. If the first cases occur overseas, most models and literature indicates that it will likely arrive in the United States within 4 to 6 weeks. Facilities managers should consider the following and keep the Local Human Pandemic Coordinator informed.

- Prioritize the work/work areas. Consider eliminating or decreasing levels of effort such as:
  - Policing the outside areas.
  - Buffing the floors.
  - Cleaning individual offices (would become an individual responsibility)
- Focus on places where people are touching things (computers, phones, door knobs, etc.) and keep them clean.
- There are no special cleaning requirements for offices vacated by sick personnel other than ensuring that the offices are not occupied for at least 12 hours.
- Focus cleaning on bathrooms, kitchens, and other places where moisture exists that can support viruses.
- Provide **monthly**, or more frequently if requested, Facility Status reports to Local Human Pandemic Coordinator, for mission critical facilities, and include status of:
  - Operational status (systems and structures)
  - Facility staffing status (e.g., staffing level and health issues)
  - Suppliers (adequate, insufficient, problems)
  - Emergency problems
  - Public infrastructure status (e.g., utilities, phones, etc.)
  - Local public/support services (problems)
- Increase frequency of facility/staff and mission status reports to **biweekly**.
- Educate employees/visitors—put up posters throughout the facility (corridors, doorways, elevators) that show how to conduct business safely in the building.
- Refresh the plans on reducing the number of people working together: consider shift work or telework for facilities staff.
- Review work from home implementation for facilities staff.
- Reduce face-to-face meetings where possible—use teleconference calls or video teleconferences.
- Draft schedule for shift work for other than normal times (to reduce people-people contact, i.e., the workforce operates over a 24-hour period, instead, for example, of all

working from 8 a.m. to 5 p.m.) to correspond with the needs of the Mission Area or staff offices.

- Review preparatory implementation plans for selective closures in facilities, such as cafeterias, meeting rooms, large assembly places, day care centers, fitness centers, and auditoriums.

**STAGE 4: First Human Case in North America**

The relevance of this stage is partially dependent on where the first cases appear. If it occurs in your area, you are essentially in stage 5. The pace at which the human pandemic spreads is dependent to some degree on where it first occurs. If it happens in an area that is a major transportation hub, it will likely spread rapidly. Conversely, if it happens in an isolated rural area, you may have a little more planning time. However, the dynamics of the Spanish Flu pandemic suggests that once it occurs within the United States, it is likely to spread across the country within 1 month. Facilities managers should consider the following and keep the Local Human Pandemic Coordinator informed.

- Increase frequency of facility/staff and mission status reports to **daily**.
- Issue letters to employees/occupants advising them of personal issues, such as alternative day care for children and safety measures, such as social distancing, for the workplace.
- Close assembly and common areas to minimize contacts among employees/visitors.
- Close the cafeteria.
- If practical, set up hand wash/sanitizing stations at all entrances to the facility and food service areas.
- Issue guidance on the use of masks to cover the nose and mouth (primary places of entry for viruses). Masks may be effective at preventing the spread of disease.
- Issue guidance on the use of gloves (for special operations such as guard force, receptionists, janitorial service, mail handlers, etc.). In general, use gloves for handling material previously handled by other people.

**STAGE 5: Spread Throughout the United States**

A human pandemic will not necessarily affect all parts of the country equally or at the same time. Offices should take their lead from local health authorities. Facilities managers should consider the following and keep the Local Human Pandemic Coordinator informed.

- Provide support for employees working from home or teleworking.
- Implement shift schedules if authorized in your plan.
- Remind critical employees to use masks according to facility guidance.
- Remind critical employees to use gloves according to facility guidance.
- Permanently secure internal building doors, other than those under fire management, in the open position (to preclude touching the doorknobs) for common areas such as lobbies, conference rooms, rest room, and other high-use areas.

**STAGE 6: Recovery and Preparation for Subsequent Waves**

A human pandemic will likely come in waves. This stage focuses on evaluating capabilities to continue performing functions and preparing for the next wave. Facilities managers should consider the following and keep the Local Human Pandemic Coordinator informed.

- Employees should follow general and specific emergency guidance addressing employee and customer safety first.
- Assess any injury/illness to employees (and customers), and damage to facilities.
- Temporarily close and secure the facility, if necessary.
- Contact appropriate emergency services, if necessary.
- Begin documenting the effects of the human pandemic and actions taken; secure all properties and records.
- Field facility manager should contact the Local Human Pandemic Coordinator who in turn will contact respective intermediate Mission Area Human Pandemic Action Officers who in turn will contact the USDA Human Pandemic Coordinator with a Damage Assessments and Actions Taken Report, and act on instructions received.
- In the absence of higher-level guidance, the field facility manager is authorized to initiate reasonable and prudent responses necessary to resume/continue operations at his/her facility.

# C. TEST, TRAINING AND EXERCISE (TT&E) PROGRAM

## 1. PURPOSE

This appendix will guide users through testing, training, and exercising of local pandemic operation plans. Testing, training and exercises are essential to demonstrating, assessing and improving the ability of **agencies** to execute their pandemic plans.  Training is the principle means by which personnel achieve a level of proficiency for the performance of assigned duties. Tests and exercises serve to assess, validate, or identify for subsequent correction, specific aspects of pandemic plans, policies, procedures, systems, and facilities.  The TT&E in pandemic planning should include robust testing of cross-trained employees regarding their ability to perform all critical functions identified for continuation during a pandemic or any other emergency event.  To the extent that contractors are part of essential services, they should be included in your test, training, and exercise program.

## 2. FREQUENCY OF TT&E

The TT&E program outlined here is designed to help **agencies** and staff offices ensure all critical functions and services can be carried out during a pandemic event and is designed to be practiced in Stages 0-3. The frequency of testing in the Planning and Readiness stage (Stages 0-2) depends on the length of time your geographical area remains in this stage.  In this stage, a minimum of quarterly testing of each action is recommended.  In Stage 3, **agencies** and staff offices should consider increasing the frequency of the Stages 0-2 test, training, and exercise program based on their mission essential functions and services. Conceivably, from Stage 4 on, although the event may not have occurred in your specific area, you should be prepared to implement your plan immediately.  The main emphasis in Stage 6 is preparation for subsequent waves.

## 3. PLANNING CONSIDERATIONS (Outlined In Stages)

**Stages 0/1/2: Human Pandemic Alert Period - Planning and Readiness**

### Essential Services

- After completing the pandemic plan, exercise your plan to ensure the proficiency of personnel to conduct essential functions and services.  Keep a checklist of areas identified during the exercise that need improvement (lessons learned action plan).
- For seasonal essential functions and services, test the strategies for executing them in a pandemic environment beginning a minimum of one month prior to the start of each respective season.  Adjust strategies as necessary to achieve readiness.
- Determine the frequency at which the employees who have been cross-trained need to practice essential functions and services and have them actually perform the duties of the essential functions and services.  Provide additional training where necessary to ensure performance of mission essential functions and services by all cross-trained employees.
- Periodically test the ability to access vital records electronically from remote locations. Correct failures and inefficiencies related to electronic access to vital records.  Update hard copies as necessary.

- Periodically test the critical IT systems that support connectivity internally and to key **stakeholders**. Focus testing on systems that are not used routinely in day-to-day operations. Correct failures or inefficiencies in the critical systems.
- Test the ability of newly appointed employees to conduct essential functions and services for which they have been trained. Provide additional training where necessary to ensure performance of mission essential functions and services by all cross-trained employees.

## Social Distancing

- Determine the frequency of testing social distancing techniques. Focus testing on those individuals who do not routinely telework and evaluate for: a) impacts on ability of employees to carry out essential functions and services; b) impacts on facilities; and c) impacts on telecommunication and Internet/Intranet systems. Make necessary adjustments and corrections to social distancing techniques and systems to ensure the ability to conduct essential functions and services in a social distancing environment.
- Test the social distancing techniques by having newly appointed essential function and services employees conduct duties via telework for at least one day. Make necessary adjustments and corrections to ensure continued conduct of essential functions and services in a social distancing environment.
- Inventory hygiene supplies and conduct outreach to local health authorities.

**Stage 3: Widespread Outbreaks in Multiple Locations Overseas - Human Pandemic Period**
- Thoroughly review your plans and make adjustments as needed. Each organization should update their communications call tree, check supplies and equipment, and be prepared to execute pandemic plans.

**Stages 4/5: Spread Throughout United States**
- Execute human pandemic plans.

**Stage 6: Recovery and Preparation for Subsequent Waves**

The main emphasis in this stage is preparation for subsequent waves.
- Gather staff together and develop a list of what worked and didn't work. Contact key **stakeholders** and customers for their input. Adjust plans based on knowledge gained and lessons learned.
- Survey and compile lists of employees who were infected in the first wave and recovered. Adjust three-deep designations of essential employees based on employee health status.

# D. DEFINITION OF TERMS

**Affected country.** An at-risk country experiencing endemic (widespread and recurring) or epidemic (isolated) cases in humans or domestic animals of influenza with human pandemic potential.

**Antiviral medications.** Medications presumed to be effective against potential pandemic influenza virus strains. These antiviral medications include the neuraminidase inhibitors oseltamivir (Tamiflu®) and zanamivir (Relenza®).

**Asymptomatic.** Asymptomatic means without symptoms of influenza.

**Containment.** Contain an outbreak to the affected region(s) and limit of spread of the pandemic through aggressive attempts to contain.

**Continuity of Operations Plan (COOP).** A plan developed to assure that the capability exists to continue essential **agency** functions across a wide range of potential emergencies.  COOP also includes reducing or mitigating disruptions to operations reducing loss of life, minimizing damage and losses; and achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

**Core function.** A subset of Essential Functions and Services that absolutely must be performed to accomplish the absolute minimum level of operations. A prioritized list of Essential Functions and Services will accomplish this identification.

**Cough etiquette.** Covering ones mouth and nose while coughing or sneezing; using tissues and disposing in no-touch receptacles; and washing hands to avoid spreading an infection to others.

**Countermeasures.** Refers to pre-pandemic and pandemic influenza vaccine and antiviral medications.

**Critical infrastructure.** Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters. Specifically, it refers to the critical infrastructure sectors and key resources identified in Homeland Security Presidential Directive 7 (HSPD-7). As defined by HSPD-7, critical infrastructure includes the following sectors and key resources: agriculture and food; public health and health care; drinking water and water treatment systems; energy (including the production, refining, storage, and distribution of oil and gas, and electric power except for nuclear facilities); banking and finance; national monuments and icons; defense industrial base; information technology; telecommunications; chemical; transportation systems (including mass transit, aviation, maritime, ground/surface, and rail and pipeline systems); emergency services; postal and shipping; dams; government facilities; commercial facilities; and nuclear reactors, material, and waste. Critical infrastructure in this Plan is used to refer to the 17 critical infrastructure and key resources included in the National Infrastructure Protection Plan.

**Delegation of authority.** Identification, by position, of the authorities for making policy determinations and decisions at headquarters, field levels, and other organizational locations, as

appropriate. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

**Departure screening.** Medical screening prior to departure from a high-risk area to identify individuals who have signs of illness (influenza) or who are at high risk of developing illness.

**Devolution.** The delegation of an authority, process, or function to a lower element(s) in the organizational structure.

**Epidemic.** A pronounced clustering of cases of disease within a short period of time; more generally, a disease whose frequency of occurrence is in excess of the expected frequency in a population during a given time interval.

**Essential employee.** An employee identified as being necessary for the continued performance of essential functions and services. Essential employees identified during planning will be notified in advance so they can prepare to support and sustain essential functions and services. Essential employees are required to remain in contact with their supervisory chain during any emergency.

**Essential functions.** Functions that are absolutely necessary to keep a business operating during an influenza pandemic and critical to survival and recovery.

**Face mask.** Disposable surgical or procedure face mask (see definitions of both below).

**Geographic quarantine (cordon sanitaire).** The isolation, by force if necessary, of localities with documented disease transmission from localities still free of infection.

**Hand hygiene.** Hand washing with either plain soap or antimicrobial soap and water and use of alcohol-based products (gels, rinses, foams) containing an emollient that do not require the use of water.

**Interoperable communications.** Communications systems that support connectivity to internal organizations, such as other **agencies**, critical customers, etc. These services may include, but are not limited to: secure and/or non-secure vice, fax, and data connectivity; Internet access; and e-mail.

**Isolation.** Separation of infected individuals from those who are not infected.

**Order of succession.** The act or right of following one's predecessor in a post, position, or title; the order in which persons succeed each other.

**Outbreak.** An epidemic limited to localized increase in the incidence of disease, e.g., in a village, town, or closed institution; a cluster of cases of an infectious disease.

**Outbreak containment.** Disruption of epidemic amplification through the use of medical countermeasures and infection control techniques; "containment" also refers more generally to delaying the geospatial spread of an epidemic.

**Pandemic.** A worldwide epidemic when a new or novel strain of influenza virus emerges in which humans have little or no immunity, and develops the ability to infect and be passed between humans.

**Pandemic vaccine.** Vaccine for specific influenza virus strain that has evolved the capacity for sustained and efficient human-to-human transmission. This vaccine can only be developed once the pandemic strain emerges.

**Phase.** As defined by the World Health Organization (WHO), is a period before or during a pandemic that is linked to characteristics of a new influenza virus and its spread through the population. The six WHO phases represent a starting point for government action.

**Plan.** Refers to the Implementation Plan for the National Strategy for Pandemic Influenza.

**Pre-pandemic vaccine.** Vaccine against strains of influenza virus in animals that have caused isolated infections in humans of pandemic potential. This vaccine is prepared prior to the emergence of a pandemic strain and may be a good or poor match (and hence of greater or lesser protection) for the pandemic strain that ultimately emerges.

**Priority country.** A priority country is a high-risk or affected country that merits special attention because of the severity of the outbreak, its strategic importance, its regional role, or foreign policy priorities.

**Procedure mask.** Disposable face mask that is either flat or pleated and is affixed to the head with ear loops.

**Quarantine.** Separation of individuals who have been exposed to an infection but are not yet ill from others who have not been exposed to the transmissible infection.

**Reconstitution.** Refers to the process by which an organization resumes normal operations.

**Respirator.** Refers to a particulate respirator, commonly known as N-95 respirator, often used in hospitals to protect against infectious agents. Particulate respirators are "air-purifying respirators" because they clean particles out of the air as one breathes.

**Situational awareness.** Situational awareness is the ability to identify, process, and comprehend the critical elements of information about what is happening during an evolving influenza pandemic.

**Snow days.** Refers to days the authorities recommend that individuals and families limit social contacts by remaining within their households to reduce community disease transmission of infection.

**Social distancing.** An infection control strategy that reduces the duration, frequency, or intimacy of social contacts in order to limit the transmission of influenza. Social distancing may include increasing use of telework arrangements, placing employees on shifts, use of masks, closing offices or buildings, and/or canceling of large gatherings.

**Stage.** A period before and during a pandemic that is linked to actions that should be taken during pandemic planning, response, and recovery. There are seven Federal government response stages (0 to 6) of an outbreak in terms of the immediate and specific threat to the U.S. population. Progressively higher stages trigger specific actions.

**Standard of care.** The level of care that is reasonably expected under the circumstances.

**Strategy.** Refers to the National Strategy for Pandemic Influenza.

**Surgical mask.** Refers to disposable face masks that comes in two basic types: one type is affixed to the head with two ties, conforms to the face with the aid of a flexible adjustment to the nose bridge, and may be flat/pleated or duck-billed in shape; the second type of surgical mask is pre-molded, adheres to the head with a single elastic, and has a flexible adjustment for the nose bridge.

**Symptomatic.** Symptomatic means with symptoms of influenza.

**Targeted passenger travel restrictions.** Travel restrictions to the United States targeting travelers from a high-risk area or from areas unable to meet U.S. criteria for departure and en route screening.

**Telecommuting.** Working from home or an alternate site and avoiding coming to the workplace through telecommunication (computer access).

**Telework.** Refers to the activity of working away (home) from the workplace through telecommunication (computer access).

**Test, Training and Exercises (TT&E).** – Training which familiarizes staff members with the essential functions they may have to perform in an emergency.  Tests and exercises serve to validate, or identify for subsequent correction, specific aspects of COOP plans, policies, procedures, systems, and facilities used in response to an emergency situation.  Periodic testing also ensures that equipment and procedures are maintained in a constant state of readiness.

**U.S. travelers from affected areas.** U.S. citizens traveling to the United States from countries or region where an outbreak (influenza pandemic) has occurred.

**Virulence.** Virulence refers to the disease-evoking severity of influenza.

**Wave.** The period during which an outbreak or epidemic occurs either within a community or aggregated across a larger geographical area. The disease wave includes the time during which disease occurrence increases rapidly, peaks, and declines back toward baseline.

# E. RESPONSIBILITIES OF STAKEHOLDERS

| Stakeholder | Responsibility |
|---|---|
| **Administrative Management Division (AMD) and Human Resources Management Staff (HRMS)** | Ensure HR support is available. |
| | Update local union officials on COD's Pandemic Plan; work with local union officials during pandemic event. |
| | Provide assistance on hiring flexibilities and pay options and alternatives. |
| **Associate Chief Financial Officer – Financial Systems (ACFO-FS)** | Ensure accounting and payment systems are operational. |
| | Ensure technical contractual support will continue through pandemic waves. |
| **Information Resources Management Division (IRMD), Operations Branch** | Ensure all systems are supported and operational. (Includes Office Automation Services, Scheduling, Printing, etc.) |
| **Information Systems Security Office (ISSO)** | Ensure all internal security support functions are operational. |
| | Develop and implement a streamlined security administration process for COD employees and agencies. |
| **Local Union Officials** | Local partner during pandemic events and other business continuity efforts to minimize impact on local bargaining unit employees. |
| **Office of Procurement and Property Management (OPPM), Procurement Systems Division (PSD)** | Assumes processing of Administrative Payments Branch (APB) for the Integrated Acquisition System (IAS) at the point of transfer from COD. |
| | Develop guidance for agencies in the event a pandemic event results in the transfer of the performance of essential vendor payment functions from COD to agencies. |
| **Stakeholders** | Test the interoperable communications systems that support connectivity to internal organizations, other agencies, critical customers, etc. |
| | Implement pandemic plans to continue operations with minimal impact to agencies/stakeholders. |
| **Support Services Office (SSO)** | Ensure that buildings, telecommunications, transportation, food services, water supplies, hygienic supplies, and other infrastructure needed to support the workforce will be available during the reconstitution period. |
| **Treasury-Financial Management Service (FMS)** | Receive and process administrative certification payment files. |
| | Develop guidance for agencies in the event a pandemic event results in the transfer of the performance of essential vendor payment functions from COD to agencies. |
| **USDA Agencies** | Pay transactions/invoices, etc. via direct-entry processing in FFIS, credit cards, or convenience checks, as directed by OPPM. Select agencies have agreed to assist COD in the automated certification of disbursement activities. A memorandum of understanding with these agencies will be established in advance of pandemic events to ensure the continuation of system-generated payments throughout a pandemic. |

# F. INFLUENZA SYMPTOMS AND TREATMENT

The flu is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent this illness is by getting a flu **vaccination** each fall. Symptoms include:

- Fever (usually high)
- Headache
- Extreme tiredness
- Dry cough
- Sore throat
- Runny or stuffy nose
- Muscle aches
- Gastric problems (nausea, vomiting, and diarrhea; less likely to occur in adults than children)

**Preventing the Flu**

- Stay home when you are sick. If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
- Avoid close contact. If you must go out, avoid close contact with people who are sick. If you are sick, keep your distance from others to protect them from getting sick too.
- Cover your mouth and nose. Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Clean your hands. Wash your hands often. This will help protect you from germs.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

**Treating the Flu**

- If you get the flu, get plenty of rest, drink a lot of liquids, and avoid using alcohol and tobacco. Hot liquids may relieve the feeling of congestion. Also, you can take medications such as acetaminophen (e.g., Tylenol®) to relieve the fever and muscle aches associated with the flu.  "Over the Counter" therapies, which do not require a prescription, may temporarily relieve flu symptoms, however, such therapies do not treat the virus that causes the flu.
- Because the flu is a viral infection, it cannot be treated with antibiotics. Antibiotics are medicines that kill bacteria and are, therefore, only useful for treating bacterial infections or complications from the flu, such as pneumonia.

## Other Potential Forms of Influenza

### Avian Influenza

Avian influenza is an infection caused by avian (bird) influenza (flu) viruses. These flu viruses occur naturally among birds. Wild birds worldwide carry the viruses in their intestines, but usually do not get sick from them. However, avian influenza is very contagious among birds and can make some domesticated birds, including chickens, ducks, and turkeys, very sick and kill them.

Influenza A (H5N1) virus – also called "H5N1 virus" – is an influenza A virus subtype that occurs mainly in birds, is highly contagious among birds, and can be deadly to them. H5N1 virus does not usually infect people, but infections with these viruses have occurred in humans. Most of these cases have resulted from people having direct or close contact with H5N1-infected poultry or H5N1-contaminated surfaces. There have been cases in which Avian influenza has been passed from birds to humans, but the disease has not yet been transmitted from human to human.

### Pandemic Influenza

An influenza pandemic is a global outbreak of disease that occurs when a new influenza A virus appears or "emerges" in the human population, causes serious illness, and then spreads easily from person to person worldwide. Pandemics are different from seasonal outbreaks or "epidemics" of influenza. Seasonal outbreaks are caused by subtypes of influenza viruses that already circulate among people, whereas pandemic outbreaks are caused by new subtypes, by subtypes that have never circulated among people, or by subtypes that have not circulated among people for a long time. Past influenza pandemics have led to high levels of illness, death, social disruption, and economic loss.

Influenza pandemics are different from many of the threats for which public health and health-care systems are currently planning:

- A pandemic will last much longer than most public health emergencies and may include "waves" of influenza activity separated by months of inactivity (in 20th century pandemics, a second wave of influenza activity occurred 3-to-12 months after the first wave).
- The numbers of health-care workers and first responders available to work can be expected to be reduced. They will be at high risk of illness through exposure in the community and in health-care settings, and some may have to miss work to care for ill family members.
- Resources in many locations could be limited, depending on the severity and spread of an influenza pandemic.